

Occupational Outlook



San Francisco

*A product of the California Cooperative
Occupational Information System*

Sponsored by:

Private Industry Council of San Francisco, Inc.

*California Employment Development
Department*

*California Occupational Information
Coordinating Committee*

1998

PRICE \$10

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San Francisco

WINTER 1998

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ACKNOWLEDGMENTS

The Employers

Who took their valuable time to answer 375 surveys.

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Other Resources

Representatives of labor unions, training providers, schools and colleges, trade and professional associations, and state and federal agencies who shared their expertise and provided us with supplemental occupational information.

TABLE OF CONTENTS

	<u>Page</u>
Introduction	vii
Program Methods	viii
Explanation of Occupational Summaries Sections/Terms	ix
 Occupational Summaries:	
Baggage Porters & Bellhops	
Bill & Account Collectors	
Billing, Posting, & Calculating Machine Operators	
Carpenters	
Carpet Installers	
Data Processing Equipment Repairers	
Dental Assistants	
Dispatchers-Except Police, Fire, & Ambulance	
File Clerks	
Guides	
Home Health Aides	
Library Assistants & Bookmobile Drivers	
Loan & Credit Clerks	
Medical Records Technicians	
New Accounts Clerks	
Offset Lithographic Press Setters & Set-up Operators	
Painters, Paperhangers-Construction & Maintenance	
Paralegal Personnel	
Production, Planning, & Expediting Clerks	
Secretaries, Legal	
Switchboard Operators	
Taxi Drivers & Chauffeurs	
Welders & Cutters	
 Appendix:	
San Francisco Training Providers	
Sample Questionnaire	
Listing of Occupations Surveyed	



PRIVATE INDUSTRY COUNCIL
of San Francisco, Inc.

April 1999

Dear Colleague:

The Private Industry Council of San Francisco, Inc. (PIC) is pleased to provide you with a complimentary copy of the Occupational Outlook Report for 1998. The publication was made possible through the cooperative efforts of the PIC and the California Cooperative Occupational Information System (CCOIS).

The Occupational Outlook contains local information on entry level skills, training and experience requirements, wages, benefits, employment and industry trends and supply/demand assessments for the 23 selected occupations researched in San Francisco County during 1998. The report summarizes data from over 375 employer responses.

For the 1998 edition, we have added "Gender Identification" percentages for each occupation, and a listing of San Francisco training providers that offer specific or related training (found in the appendix of the publication).

The Occupational Outlook reports for San Francisco, as well as other counties in California, are also available at the Employment Development Department's website at **www.calmis.cahwnet.gov** under LMI Publications. Additional copies of the printed report are available from the PIC at \$10.00 each.

To show support for the CCOIS program in San Francisco, please fill out the attached critique. The return address is printed on the reverse side and no postage is needed.

If you have any questions or require additional information, please call Kimberly Low at (415) 431-8700 ext. 357.

Sincerely,

Craig K. Martin
Chairman

Enclosure

INTRODUCTION

The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco and the Labor Market Information Division of the State of California Employment Development Department as part of the California Cooperative Occupational Information System (CCOIS). The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information. This is the eighth year that the Private Industry Council of San Francisco has participated in the CCOIS program.

This report contains summaries of 23 newly surveyed occupations. The occupational data are based upon confidential surveys conducted with over 375 employers in San Francisco County from July to December 1998.

The occupational information in the report can be used by a variety of organizations and individuals for many different purposes. Some possible uses include:

Career Decisions: Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning: This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design: Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

Economic Development: Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

Program Marketing: Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

Human Resource Management: Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

The report also contains a training directory in the appendix, which lists training providers in San Francisco County offering programs or courses for the selected occupations. The relevant training is categorized as "Program" or "Studies." "Program" is defined as training that entails specific courses in order to acquire skills and knowledge for a particular vocational goal. "Studies" is defined as training that involves the necessary course(s) for attaining knowledge in the field.

Training directory information was collected during the spring of 1998. The providers include public and private colleges and universities, regional occupational programs, community-based organization training programs, and private vocational schools. It is highly recommended that those who are interested in training to contact the school for additional information, financial aid sources, etc. The Private Industry Council of San Francisco and EDD are only pro-

viding a list of available training programs and are not advocating any particular training provider.

This report is intended to be used as a good reference to base and support these and many other decisions. For further information, please contact the Labor Market Information Unit of the Private Industry Council of San Francisco.

PROGRAM METHODS

Each year, a minimum of 25 occupations are selected for survey research. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report which is disseminated to users in San Francisco and throughout California. The following is a summary of the methodology used:

Selection of Occupations

Occupational projection tables prepared by the Employment Development Department (EDD) were reviewed. These tables provided past and expected future employment trends and projected job growth rates for occupations in San Francisco County. Based upon this information, a preliminary list of occupations was developed. This list was then reviewed by staff from vocational programs, educational institutions, labor unions, economic development organizations, employers, the CalWORKs (California Work Opportunities and Responsibility to Kids) program, and the Private Industry Council of San Francisco (PIC). These and other users of labor market information were invited to the PIC's annual community meeting where further comments were solicited. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

Definition of Occupations

An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method of categorizing occupations used in the CCOIS program is the Occupational Employment Statistics (OES) clas-

sification system, developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor. The OES classification system is used by the BLS to study nationwide staffing patterns within industries; it contains approximately 750 occupational categories and can be linked to a more detailed BLS classification system, the *Dictionary of Occupational Titles*, that contains around 12,000 occupations.

Survey Sample Selection

Survey samples were developed for each occupation surveyed for 1998. A considerable amount of time was invested to ensure that the samples would be representative in terms of the types of industries and size of employers included in the survey. EDD staff, using detailed databases, developed an initial sample of employers for each of the occupations. The samples were then carefully reviewed by PIC staff and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

Questionnaire Development

Separate questionnaires were developed for each of the survey occupations. EDD developed a framework of questions to be asked for each occupation. These questions were then reviewed by PIC staff, and additional skill questions specific to the occupations were added.

Survey Procedures

Questionnaires, along with a cover letter explaining the goals and objectives of the CCOIS program, were mailed to all employers included in the survey sample. Employers were given approximately a two-week "window" period in which to respond. Those who did not respond were called directly to obtain the information through telephone interviews, or, at their request, the questionnaires were faxed to them.

Response goals were set for each occupation based upon the sample size. For a standard-sized sample of 40 employers, the response goal was at least 15 completed questionnaires. For a smaller-sized sample, the response goal was a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

As part of the survey process, PIC staff members also conducted interviews with labor market intermediaries, including representatives from labor unions, apprenticeship programs, professional associations, and vocational education and training providers, to obtain supplemental occupational information.

Tabulation & Results

Completed questionnaires were entered into a database using customized software developed by EDD and summary tabulations were produced. Using the tabulations and other information gathered from intermediary sources, the data were analyzed and final occupational summaries were prepared by PIC staff. Each occupational summary provides information on training and hiring requirements, labor demand, employment trends, wages and fringe benefits, and other miscellaneous information. Specific employer information is, and always will remain, strictly confidential.

EXPLANATION OF OCCUPATIONAL SUMMARY SECTIONS/TERMS

Occupational Title, OES Code & Definition
Occupations are presented alphabetically according to the Occupational Employment Statistics (OES) classification system. The titles, definitions, and corresponding codes are taken from the *California OES Dictionary*, published by the State of California, Employment Development Department, July 1993; this is a modified version of the *OES Dictionary*, published by the U.S. Department of Labor, Bureau of Labor Statistics.

Occupational Skills & Abilities

This section lists a variety of technical, physical, personal, and basic skills cited by employers as important for job entry.

Training, Experience & Other Requirements

This section lists licensing, certification, or registration requirements (if any), training and experience prerequisites, and other qualifications, including education levels of recent hires. Key descriptive terms used in this and other sections

of the occupational summaries are:

All—100 percent of survey respondents

Almost All—80 to 99 percent of survey respondents

Most—60 to 79 percent of survey respondents

Many—40 to 59 percent of survey respondents

Some—20 to 39 percent of survey respondents

Few—Fewer than 20 percent of survey respondents

Supply & Demand Assessment

This section assesses the relative difficulty employers report in finding qualified applicants for both entry-level and experienced positions. The following terms are used to classify occupational supply/demand in the County:

Very difficult—Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Somewhat difficult—Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

A little difficult—Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

Not difficult—Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Employment Statistics & Trends

Occupation Size: This term refers to the estimated number of workers employed in an occupation relative to total non-agricultural employment in the County for 1995 (513,300 workers) as published by EDD "Projections and Planning Information", from 1995-2002, Module D, Table VI; this estimate does not include those who are self-employed. Occupational size is classified according to the following scale:

Small—Less than 770 employed (less than .15 percent of total employment)

Medium—Between 770 and 1,539 employed (.15 to .29 percent of total employment)

Large—Between 1,540 and 3,335 employed (.30 to .64 percent of total employment)

Very Large—Over 3,335 employed (.65 or more percent of total employment)

1995 Estimated Employment: This term represents the estimated number of workers in an occupation as provided by EDD in the above mentioned report.

Projected Job Growth: This term describes the expected occupational growth rate in San Francisco County from 1995-2002. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, *Projections and Planning Information* (San Francisco County). Please be advised that the projections are based upon historical data, long term trends, and the assumption that these trends will continue. Given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions.

Occupation Growth: According to the EDD report, the average expected growth rate for all occupations in the County for the period 1995-2002 is 10 percent. The terms used to describe projected occupational growth rates are as follows:

Much Faster Than Average—1.50 times average or more

Faster Than Average—1.10 to 1.49 times average

Average—.90 to 1.09 times average

Slower Than Average—Less than .90 times average

Remain Stable—No growth projected

Slow Decline—Negative growth projected

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

Male/Female: This category indicates the percentages of reported male and female workers in the occupation researched.

Wages

This section serves as a guide for comparing salaries of one occupation with another and to indicate an approximate salary range for each occupation. The wage data are shown graphically for three skill and experience levels and were differentiated into union and nonunion categories if union employment comprised 20-80 percent of responses. The wage data are not intended to represent official prevailing wages, and using them for wage and salary administration is discouraged.

Hours

This section identifies a range or average number of hours that full-time, part-time, temporary and/or on-call employees may work in the occupation. Shift work information is also included, if applicable.

Fringe Benefits

This section lists the percentage of employers offering various fringe benefits to full-time and part-time workers. Benefits to part-time workers are not provided when there are less than 20 percent of part-time workers in the occupation. Calculations are based upon:

$$\frac{\# \text{ of firms providing particular benefit}}{\# \text{ of firms responding to question}}$$

The ratio of number of firms responding is the number of firms responding to question/number of firms surveyed.

Recruitment Methods

This section lists the five highest rated sources or sources rating at least 35 percent that employers use to recruit their employees.

Major Employing Industries

This section identifies the major employing industries for the occupation based on employer sample and EDD's "Occupations Which Comprise a Significant Share of Employment for San Francisco County" (1998).

Other Sources of Information

EDD routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, then the guide's number is provided.

Baggage Porters & Bellhops

OES 680230

Baggage Porters and Bellhops carry baggage for travelers at transportation terminals or for guests at hotels or similar establishments. They perform additional duties, such as assisting handicapped persons, running errands, delivering ice, and directing people to their desired destinations.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Knowledge of local services and entertainment
Customer service skills
Knowledge of local streets

Physical Abilities:

Ability to stand for prolonged periods
Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills:

Public contact skills
Ability to work independently
Good grooming skills
Pleasant personality
Ability to work under pressure
Ability to work with groups of people

Basic Skills:

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent; few have attended college but have no degree. Some employers sometimes accept training as a substitute for experience. Formal hospitality and customer service related training, available through private and public vocational programs, were cited as acceptable by employers.

Experience:

Many employers usually require 6-12 months of related work experience. Employers reportedly accept customer service related experience in the hotel, airline, or retail industries.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

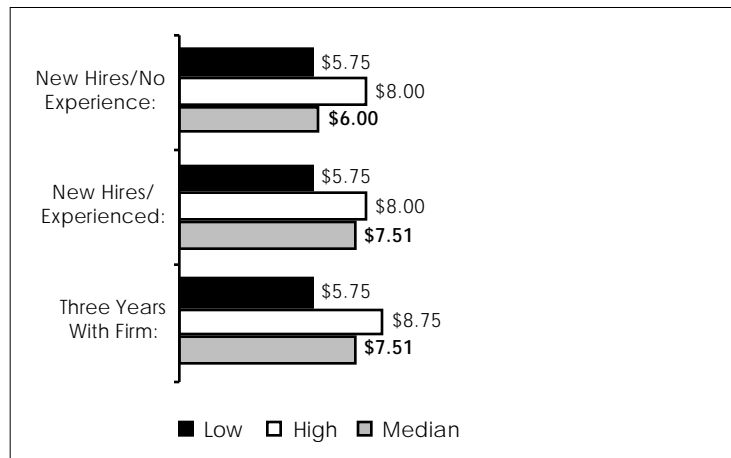
Occupation Size:	Small
1995 Estimated Employment:	410
Projected Job Growth 1995-2002:	14.6%
Occupation Growth:	Faster Than Average
Male:	94%
Female:	6%

Number of firms responding to survey: 19

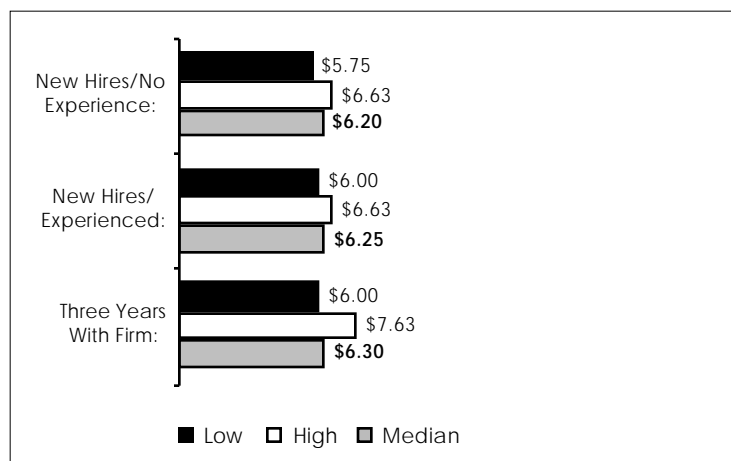
Baggage Porters & Bellhops (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Union Bellhops receive an hourly wage, tips and \$1.55-\$1.95 per piece of baggage service fee for large groups. Non-union Bellhops only earn \$5.63-\$8.65/hour plus tips. Baggage Handlers earn an average of \$5.80/hour plus tips. Employers report that tips can range from \$20-\$200/day.

Hours

Full-time employees average 40 hours/week. There are part-time opportunities, averaging 27 hours/week. On-call employees average 20 hours/week, due to business increase or to substitute for full-time employees during vacations and holidays.

Fringe Benefits

	Full-time
Paid Vacation:	84%
Paid Sick Leave:	74%
Retirement Plans:	63%
Medical Insurance:	95%
Dental Insurance:	89%
Vision Insurance:	58%
Life Insurance:	74%
Child Care:	16%

No. firms responding: 19/19

Recruitment Methods

Current Employees' Referrals:	95%
Newspaper Advertisements:	79%
In-house Promotions/Transfers:	53%
Unsolicited Applicants:	53%
Union Hall Referrals:	47%
Employment Development Department:	42%

Major Employing Industries

- Airport Terminal Services
- Hotels

Other Sources of Information

- California Occupational Guide: None
- Collective Bargaining Agreement between Hotels and Local 2 (August 1994-August 1999)

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. Collectors of money from coin boxes are not included.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Record keeping skills
Ability to use a calculator
Ability to follow billing procedures
Telephone answering skills
Ability to write effectively
Problem solving skills
Investigative research skills
Business math skills
Computer skills: spreadsheet and word processing

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Organizational skills
Ability to work independently
Customer service skills
Persistence

Basic Skills:

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have attended college but have no degree; few have a bachelor's degree. Many employers sometimes accept training as a substitute for experience. Employers indicate 6-48 months of accounting and computer training as acceptable.

Experience:

All employers require 7-36 months experience. Employers reportedly desire previous accounting or billing experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

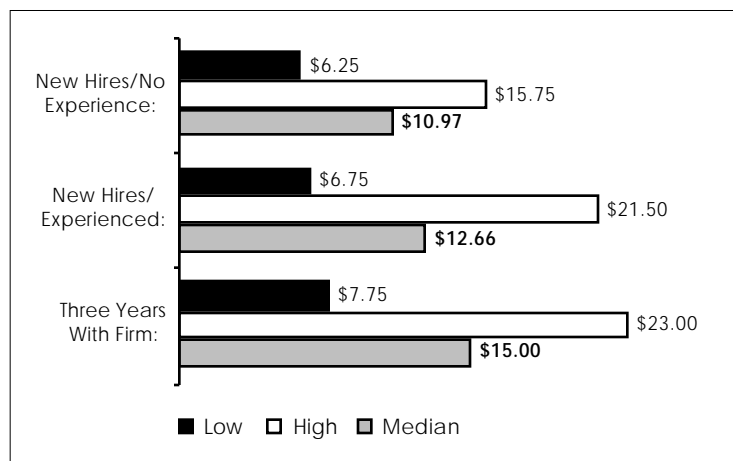
Occupation Size:	Medium
1995 Estimated Employment:	930
Projected Job Growth 1995-2002:	28%
Occupation Growth:	Much Faster Than Average*
Male: 32%	Female: 68%

* Most local employers responding to the survey expect their firm's employment in this occupation to remain stable over the next three years.

Number of firms responding to survey: 15

Bill & Account Collectors (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

In addition to the above wage range, a few employers pay bonuses.

Hours

Full-time employees work an average of 40 hours/week. Part-time employees average 15 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	93%
Retirement Plans:	80%
Medical Insurance:	87%
Dental Insurance:	87%
Vision Insurance:	87%
Life Insurance:	67%
Child Care:	7%

No. firms responding: 15/15

Recruitment Methods

Newspaper Advertisements:	87%
Current Employees' Referrals:	67%
In-house Promotions/Transfers:	47%
Private Employment Agencies:	33%
Public School/Program Referrals:	13%
Union Hall Referrals:	13%
Unsolicited Applicants:	13%

Major Employing Industries

- Accounting/Credit Departments of Corporations
- Advertising Agencies
- Hotels
- Medical/Chiropractic Offices

Other Sources of Information

- California Occupational Guide No. 561 (1997)

Billing, Posting and Calculating Machine Operators operate machines that automatically perform mathematical processes, such as addition, subtraction, multiplication, division, and extraction of roots, to calculate and record billing, accounting, statistical, and other numerical data. Their duties also include operating special billing machines, generally combination typing and adding machines, to prepare statements, bills, and invoices, and the operation of bookkeeping machines to copy and post data, make computations, and compile records of transactions.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Business math skills
Ability to operate 10-key adding machine by touch
Ability to use a calculator
Ability to follow billing procedures
Computer skills: word processing and spreadsheet

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Ability to work independently
Ability to pay attention to detail

Basic Skills:

Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires attended college but have no degree. Some have an associate degree and few have a bachelor's degree.

Experience:

Many employers always require related work experience. Employers reportedly prefer 6-24 months of billing/accounting and clerical experience. Many employers sometimes accept training as a substitute for experience. Employers will accept accounting or industry specific billing training.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

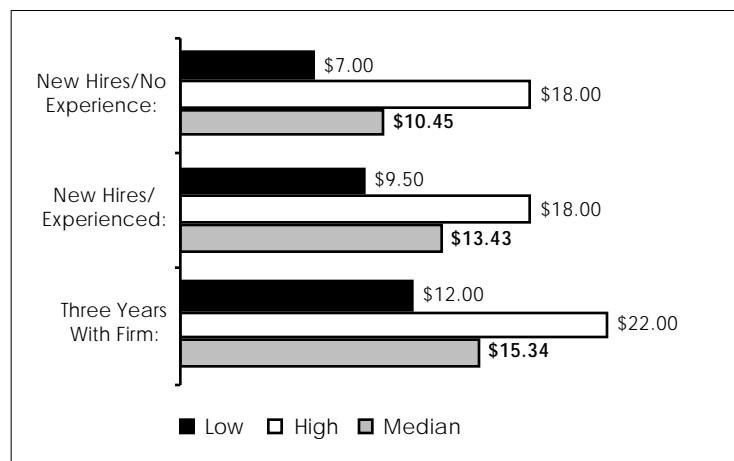
Employment Statistics & Trends

Occupation Size:	Small
1995 Estimated Employment:	570
Projected Job Growth 1995-2002:	-38.6%
Occupation Growth:	Slow Decline
Male: 36%	Female: 64%

Number of firms responding to survey: 19

Billing, Posting, & Calculating Machine Operators (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Hours

Full-time employees work an average of 40 hours/week.
Part-time employees average 21 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plans:	79%
Medical Insurance:	100%
Dental Insurance:	95%
Vision Insurance:	74%
Life Insurance:	37%
Child Care:	0%
No. firms responding:	19/19

Recruitment Methods

Newspaper Advertisements:	68%
In-house Promotions/Transfers:	63%
Current Employees' Referrals:	58%
Private Employment Agencies:	26%
Unsolicited Applicants:	26%

Major Employing Industries

- Banks
- Hospitals
- Hotels
- Medical & Dental Offices

Other Sources of Information

- California Occupational Guide:
None

Carpenters

OES 871020

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. This occupation does not include Cabinetmakers and Bench Carpenters.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Shop math skills
- Ability to read working drawings
- Remodeling skills
- Ability to operate power hand tools
- Finish carpentry skills
- Rough carpentry skills
- Drywall installation and repair skills

Physical Abilities:

- Ability to climb to high places
- Ability to work in awkward positions
- Ability to perform strenuous, physically demanding work
- Possession of agility and coordination
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 50 lbs. repeatedly

Personal or Other Skills:

- Ability to provide own hand tools
- Possession of a reliable vehicle
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent; few have yet to earn a high school diploma. The Carpenters' Union offers a 48-month program which requires 4,800 work hours and completion of 612 hours of classroom instruction. Some employers usually accept training to substitute for work experience. Acceptable training include union apprenticeship training and carpentry courses through private vocational programs.

Experience:

Many employers usually require carpentry experience. Employers prefer 4-48 months of all levels of carpentry experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

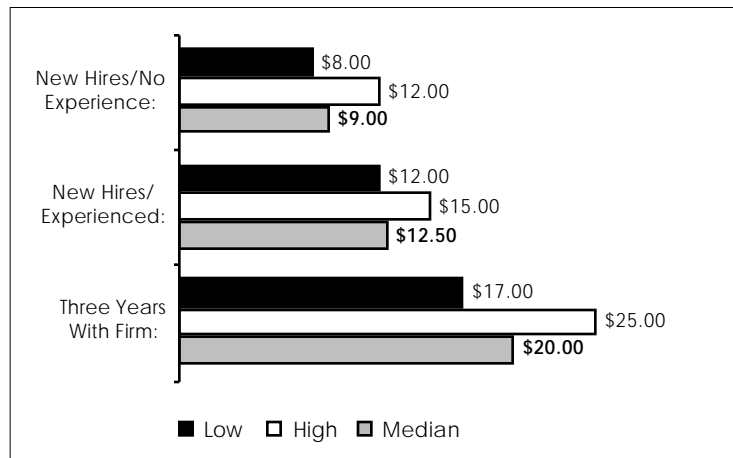
Occupation Size:	Large
1995 Estimated Employment:	1,950
Projected Job Growth 1995-2002:	14.4%
Occupation Growth:	Faster Than Average
Male: 97%	Female: 3%

Number of firms responding to survey: 15

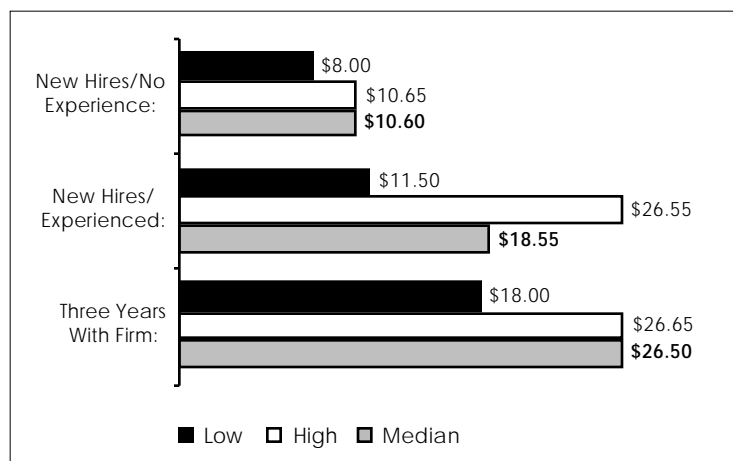
Carpenters (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Union apprentices start at 47.5% of journey-level rate, or \$10.60/hour. Journey-level Carpenters earn \$26.50/hour at the hourly base rate.

Hours

Full-time employees work an average of 42 hours/week. There are few seasonal and on-call opportunities, averaging 55 and 37 hours/week, respectively.

Fringe Benefits

	Full-time
Paid Vacation:	80%
Paid Sick Leave:	7%
Retirement Plans:	60%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	80%
Life Insurance:	27%
Child Care:	0%

No. firms responding: 15/15

Recruitment Methods

Union Hall Referrals:	67%
Current Employees' Referrals:	60%
Newspaper Advertisements:	27%
Unsolicited Applicants:	20%
In-house Promotions/Transfers:	13%

Public agencies use the civil service announcements/recruitment system.

Major Employing Industries

- Carpentry Work Contractors
- Government Agencies
- Non-residential Construction Companies
- Residential Construction Companies

Other Sources of Information

- California Occupational Guide No. 169 (1997)

Carpet Installers

OES 876020

Carpet Installers lay carpets or rugs in homes or buildings. This occupation does not include workers who lay only linoleum.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Ability to use and read a tape measure
Shop math skills
Ability to use hand tools

Physical Abilities:

Ability to kneel for extended periods of time
Ability to lift at least 75 lbs. repeatedly

Personal or Other Skills:

Willingness to work with close supervision
Customer service skills

Basic Skills:

Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have a high school diploma or equivalent; some have not completed high school. A 48-month apprenticeship training, which involves training and employment, is available through the union.

Experience:

Many employers usually require carpet/floor laying experience. Employers reportedly prefer 1-48 months of experience. Many employers never accept training as a substitute for experience. Employers who will accept training indicate union apprenticeship or on-the-job training with a journey-level installer as preferable.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

Occupation Size:	N/A
1995 Estimated Employment:	N/A
Projected Job Growth 1995–2002:	N/A
Occupation Growth:	N/A*
Male: 100%	Female: 0%

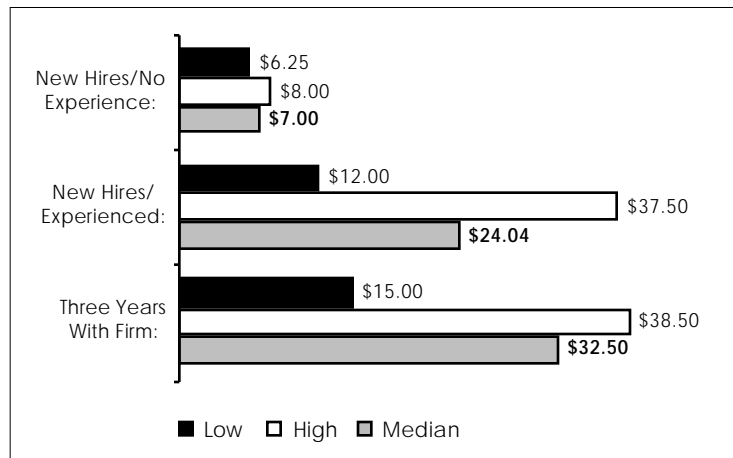
* Most respondents project this occupation to grow over the next three years.

Number of firms responding to survey: 14

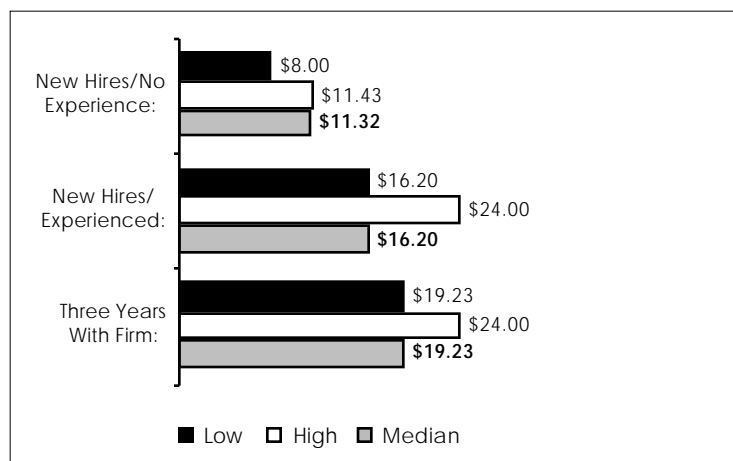
Carpet Installers (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Union apprentices start at a base hourly wage of \$11.32. Journey-level union workers earn \$20.54 as a base hourly wage.

Hours

Full-time employees work an average of 42 hours/week. Temporary on-call employees average 40 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	90%
Paid Sick Leave:	30%
Retirement Plans:	60%
Medical Insurance:	100%
Dental Insurance:	80%
Vision Insurance:	70%
Life Insurance:	50%
Child Care:	0%

No. firms responding: 10/14

Recruitment Methods

Current Employees' Referrals:	50%
Union Hall Referrals:	43%
Unsolicited Applicants:	36%
Newspaper Advertisements:	21%
In-house Promotions/Transfers:	7%
Other shops:	7%
Private Employment Agencies:	7%
Public School/Program Referrals:	7%

Major Employing Industries

- Floor Covering Stores
- Floor Work Companies

Other Sources of Information

- California Occupational Guide No. 383 (1995)

Data Processing Equipment Repairers

OES 857050

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. This occupation does not include Non-Data Processing Equipment Repairers.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Ability to use digital computers
- Ability to operate peripheral equipment
- Knowledge of electronic technology
- Knowledge of computer hardware and operating systems (Windows, NT)
- Problem solving skills
- Analytical skills
- Computer applications: database, word processing and spreadsheet

Physical Abilities:

- Manual dexterity
- Good eye-hand coordination
- Ability to work in awkward positions
- Ability to stand continuously for 2 or more hours

Personal or Other Skills:

- Willingness to work irregular hours
- Ability to work independently
- Customer service skills
- Ability to make decisions

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Certification:

Certification of completion from training programs are recognized. Industry certification is voluntary but increases an applicant's employability. The Microsoft Certified Software Engineer (MCSE), Certified Novell Engineer (CNE), and Intel Certification, each requires passing a series of exams administered by the manufacturer-approved testing site.

Training & Education:

Some recent hires have attended college but have no degree; some have an associate degree; and some have a bachelor's degree. Formal training is available through community colleges and private vocational schools.

Experience:

Most employers always require 6-36 months experience as a Data Processing Equipment Repairer, and many sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

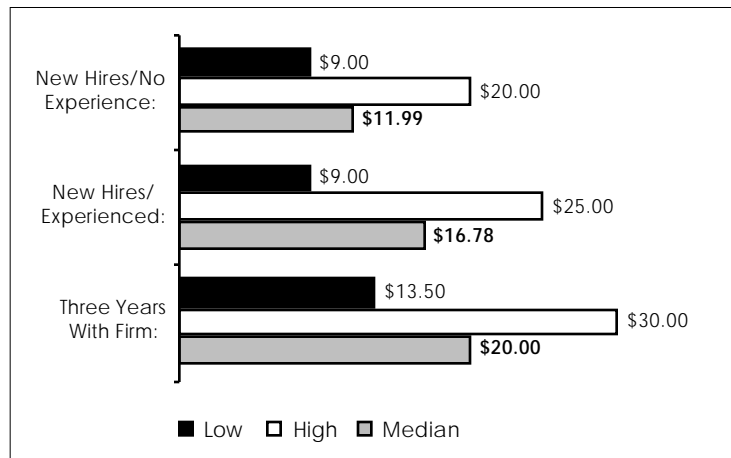
Employers reported *some difficulty* finding experienced applicants.

Number of firms responding to survey: 15

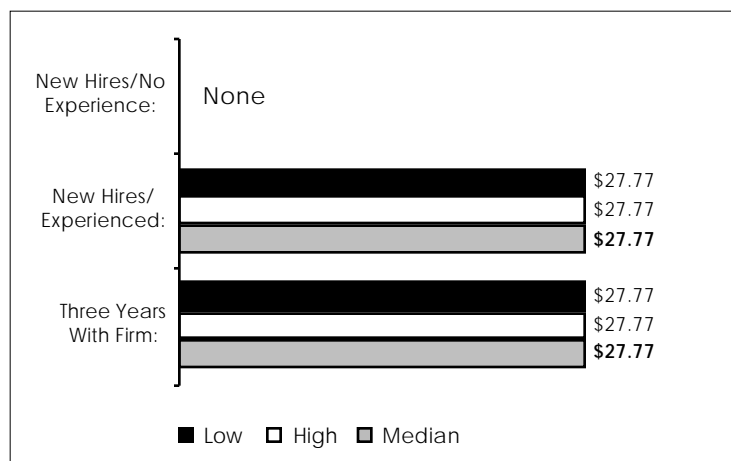
Data Processing Equipment Repairers (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Highly qualified and experienced employees can earn \$60,000-\$80,000/year.

Hours

Full-time employees work an average of 41 hours/week. Part-time employees average 27 hours/week, while seasonal employees average 35 hours/week.

Employment Statistics & Trends

Occupation Size: *Small*
1995 Estimated Employment: 520
Projected Job Growth 1995-2002: 25%
Occupation Growth: *Much Faster Than Average*
Male: 95% Female: 5%

Fringe Benefits

	Full-time
Paid Vacation:	86%
Paid Sick Leave:	86%
Retirement Plans:	64%
Medical Insurance:	100%
Dental Insurance:	79%
Vision Insurance:	57%
Life Insurance:	64%
Child Care:	0%

No. firms responding: 14/15

Recruitment Methods

Newspaper Advertisements:	53%
Current Employees' Referrals:	47%
Unsolicited Applicants:	27%
In-house Promotions/Transfers:	20%
Private School Referrals:	20%
Public School/Program Referrals:	13%

Major Employing Industries

- Computer Maintenance & Repair Companies
- Computer Manufacturers
- Computer Programming Services
- Information Services/Technology Departments of Large Corporations
- Retail Computer Stores

Other Sources of Information

- California Occupational Guide No. 152 (1997)

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Ability to maintain equipment
- Ability to make decisions
- Knowledge of dental terminology
- Knowledge of dental materials
- Ability to apply sterilization techniques
- Ability to instruct patients in oral hygiene
- Possession of a Radiation Safety Certificate
- Computer (PC) skills

Physical Abilities:

- Manual dexterity
- Good hearing

Personal or Other Skills:

- Ability to relate to patients
- Willingness to work with close supervision
- High standards of personal cleanliness
- Ability to work as part of a team
- Tactfulness
- Ability to exercise patience

Basic Skills:

- Ability to follow oral instructions
- Ability to read and follow instructions
- Ability to write legibly

Training, Experience & Other Requirements

License:

Many employers require the RDA license. The Registered Dental Assistant (RDA) license is issued to applicants who 1) complete an ADA approved training program or have at least 18 months of satisfactory dental assistant work experience with a California licensed dentist, and 2) pass the written and practical exams administered by the State. A few employers require an additional radiation safety certificate (license).

Training & Education:

Most recent hires have attended college but have no degree; few have an associate degree. Few employers will provide on-the-job training for new hires who have no formal training nor experience to perform entry level tasks.

Experience:

Many employers always require experience as a Dental Assistant. Employers reportedly prefer 6-24 months of experience. Most will sometimes accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

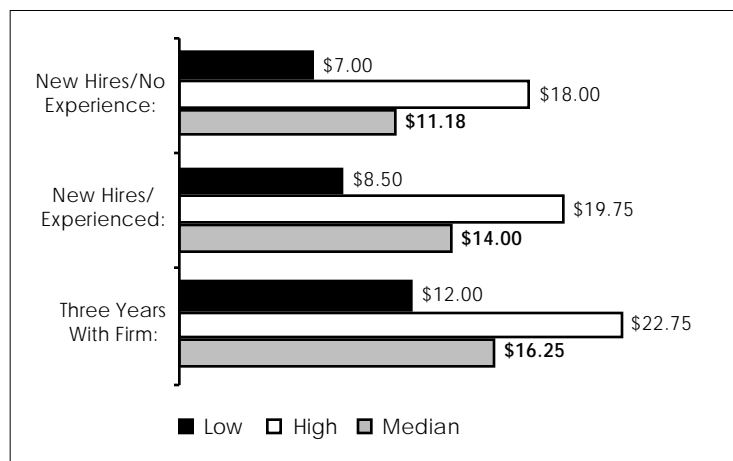
Experienced:

Employers reported *some difficulty* finding experienced applicants.

Number of firms responding to survey: 17

Dental Assistants (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

A few employers offer monthly or production bonuses.

Hours

Full-time employees work an average of 39 hours/week.
Part-time employees average 17 hours/week.

Employment Statistics & Trends

Occupation Size: *Medium*
1995 Estimated Employment: 980
Projected Job Growth 1995–2002: 16.3%
Occupation Growth: *Much Faster Than Average*
Male: 17% Female: 83%

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	82%
Retirement Plans:	65%
Medical Insurance:	94%
Dental Insurance:	82%
Vision Insurance:	18%
Life Insurance:	18%
Child Care:	0%

No. firms responding: 17/17

Recruitment Methods

Newspaper Advertisements:	94%
Current Employees' Referrals:	65%
Public School/Program Referrals:	41%
Private School Referrals:	29%
Private Employment Agencies:	24%

Major Employing Industries

- Dental Offices & Clinics

Other Sources of Information

- California Occupational Guide No. 27 (1997)

Dispatchers schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transmit assignments and compile statistics and reports on the progress of work. This occupation does not include Police, Fire and Ambulance Dispatchers.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Record keeping skills
- Map reading skills
- Ability to speak clearly
- Telephone answering skills
- Problem solving skills
- Knowledge of local streets
- Ability to use computers

Personal or Other Skills:

- Ability to work independently
- Ability to work under pressure
- Customer service skills
- Ability to manage unexpected situations or circumstances
- Ability to manage multiple priorities
- Ability to interact well with others

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent, and many attended college but have no degree. A few have an associate degree.

Experience:

Many employers always require related work experience. Employers reportedly prefer 4-48 months of dispatch, customer service, or previous local driving experience, preferably within the company or in the same industry. Some employers sometimes accept training as a substitute for work experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

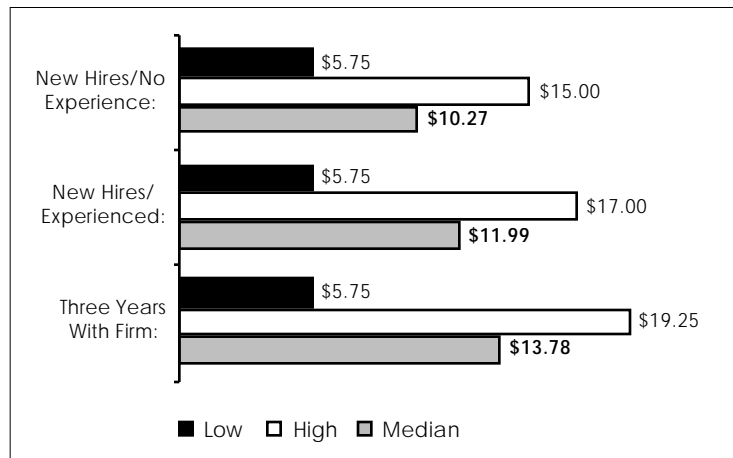
Occupation Size:	Small
1995 Estimated Employment:	540
Projected Job Growth 1995-2005:	13%
Occupation Growth:	Faster Than Average
Male:	58%
Female:	42%

Number of firms responding to survey: 16

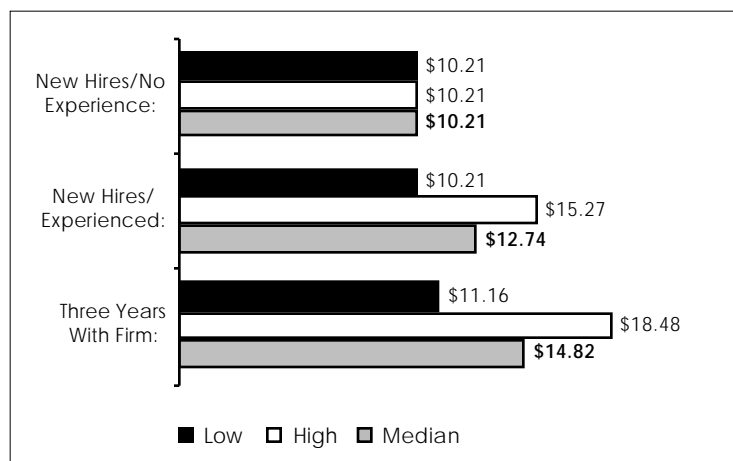
Dispatchers—Except Police, Fire, & Ambulance (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Taxi Dispatchers may receive tips from drivers, from \$100-\$200 per shift.

Hours

Full-time employees work an average of 42 hours/week. There are part-time and on-call opportunities, averaging 23 and 20 hours/week, respectively. Some employers have more than one shift.

Fringe Benefits

	Full-time
Paid Vacation:	69%
Paid Sick Leave:	63%
Retirement Plans:	50%
Medical Insurance:	100%
Dental Insurance:	81%
Vision Insurance:	63%
Life Insurance:	63%
Child Care:	0%

No. firms responding: 16/16

Recruitment Methods

In-house Promotions/Transfers:	69%
Current Employees' Referrals:	56%
Newspaper Advertisements:	44%
Unsolicited Applicants:	38%
Community Based Organizations:	13%
Private Employment Agencies:	13%
Private School Referrals:	13%
Public School/Program Referrals:	13%

Major Employing Industries

- Air Courier Services
- Automotive (Towing) Services
- Burglar & Fire Alarm Companies
- Bus Charter Services
- Courier Services
- Government Agencies
- Local Passenger Transportation Services
- Taxi Companies

Other Sources of Information

- California Occupational Guide: None

File Clerks file correspondence, cards, invoices, receipts, and other records in alphabetical or numerical order or according to the filing system used, and locate and remove material from files when requested. They may be required to classify and file new material.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Alphabetic and numeric filing skills
Ability to perform detailed clerical work
Ability to operate office machines
Computer skills: word processing and data entry

Physical Abilities:

Ability to stand continuously for 2 or more hours
Ability to lift at least 10 lbs. repeatedly

Personal or Other Skills:

Ability to perform routine, repetitive work
Ability to work independently
Organizational skills

Basic Skills:

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent, or have attended college but have no degree. Formal training on general clerical duties and computer applications are available at public and private vocational training programs.

Experience:

Many employers sometimes require experience and many sometimes accept training as a substitute for work experience. Employers reportedly require 3-24 months of clerical experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *little difficulty* finding experienced applicants.

Employment Statistics & Trends

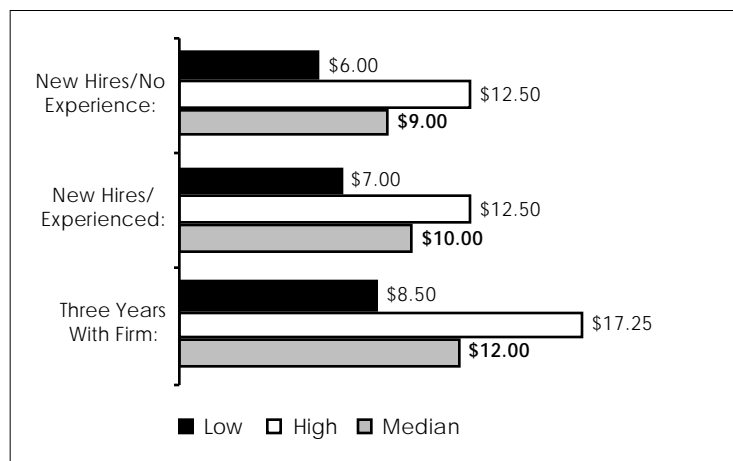
Occupation Size:	Large
1995 Estimated Employment:	2,270
Projected Job Growth 1995-2002:	-1.8%
Occupation Growth:	Slow Decline*
Male: 29%	Female: 71%

* Almost all respondents reported this occupation to remain stable or grow over the next three years, although clerks are increasingly required to be computer literate.

Number of firms responding to survey: 16

File Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

Employees working through a temporary employment agency earn \$8-\$12/hour. Entry level file clerks at large companies earn \$19,000-\$24,000/year; while experienced employees generally earn \$26,000-\$30,000/year.

Hours

Full-time employees work an average of 39 hours/week. Part-time employees average 17 hours/week. There are many on-call opportunities, averaging 32 hours/week. Few seasonal positions exist, averaging 16 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	80%
Retirement Plans:	53%
Medical Insurance:	80%
Dental Insurance:	80%
Vision Insurance:	67%
Life Insurance:	60%
Child Care:	7%

No. firms responding: 15/16

Recruitment Methods

Current Employees' Referrals:	75%
Newspaper Advertisements:	63%
Public School/Program Referrals:	50%
Private Employment Agencies:	31%
Unsolicited Applicants:	31%

Major Employing Industries

- Employment Agencies
- Insurance Companies
- Legal Services
- Medical Offices & Clinics

Other Sources of Information

- California Occupational Guide No. 261 (1997)

Guides escort individuals or groups on cruises, sightseeing tours, or through places of interest, such as industrial establishments, public buildings, and art galleries.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Ability to understand foreign accents
Verbal presentation skills
Possession of a valid Class B driver's license

Physical Abilities:

Ability to sit continuously for 2 or more hours
Ability to walk for prolonged periods of time

Personal or Other Skills:

Good grooming skills
Leadership skills
Public contact skills
Ability to work independently
Ability to exercise patience
Pleasant personality

Basic Skills:

Basic math skills
Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Certification:

Voluntary professional certification is available through the San Francisco Tour Guide Guild. Requirements include employment of at least 1,000 verifiable work hours as a Guide in the San Francisco Bay Area and passage of the association's written and oral examinations. Guides may also be required to hold a Class B (commercial) driver's license.

Training & Education:

Although it is not a requirement for the occupation, many recent hires have a bachelor's degree; some have a high school diploma or equivalent or an associate degree.

Experience:

Many employers sometimes require work related experience. Many employers never accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

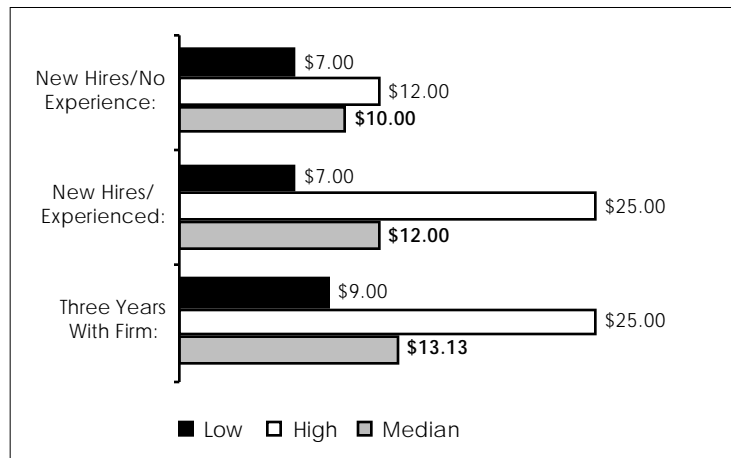
Occupation Size:	Small
1995 Estimated Employment:	200
Projected Job Growth 1995–2002:	10%
Occupation Growth:	Average
Male: 67%	Female: 33%

Number of firms responding to survey: 16

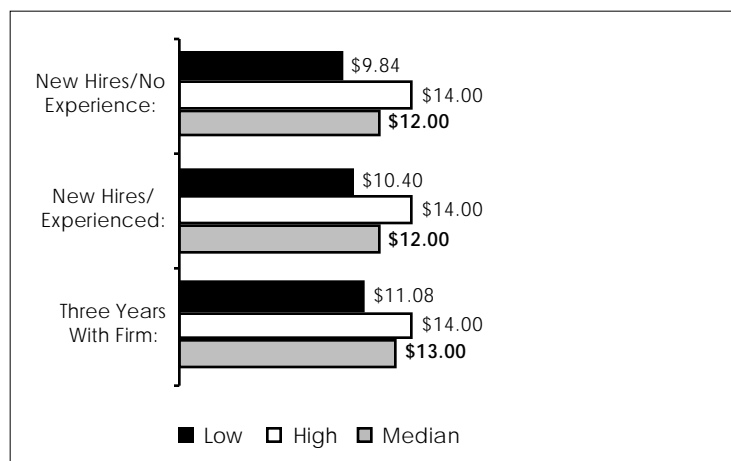
Guides (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Guides may also receive tips in addition to wages. However, some Guides' earnings are entirely dependent on tips, which can range from \$80-\$130 per day.

Hours

Some Guides are employed on a temporary on-call or seasonal basis and may work up to 56 hours/week, including evenings and weekends, depending upon the employer's needs and the tour program. Guides may be required to be with tourists 24 hours a day. Full-time and part-time employees average 42 hours/week and 20 hours/week, respectively.

Fringe Benefits

	Full-time
Paid Vacation:	40%
Paid Sick Leave:	30%
Retirement Plans:	20%
Medical Insurance:	90%
Dental Insurance:	70%
Vision Insurance:	30%
Life Insurance:	10%
Child Care:	0%

No. firms responding: 10/16

Recruitment Methods

Current Employees' Referrals:	69%
Newspaper Advertisements:	38%
Public School/Program Referrals:	31%
Unsolicited Applicants:	31%
Private School Referrals:	25%

Major Employing Industries

- Bus Charter Services
- Museums
- Tour Operators
- Travel Agencies

Other Sources of Information

- California Occupational Guide No. 549 (1995)

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Nursing Aides and Homemakers are excluded.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Ability to care for elderly persons
Ability to apply transferring techniques (moving patients)

Physical Abilities:

Good physical condition
Possession of emotional stability
Good vision

Personal or Other Skills:

Good grooming skills
Ability to work independently
Ability to apply common sense
Ability to deal effectively with difficult individuals
Reliability and honesty
Patience and understanding
Caring and sympathetic attitude
Ability to make decisions

Basic Skills:

Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Certification:

Home health care agencies with Medicare contracts employ only Certified Home Health Aides (CHHA). The certification is obtained by completing 120 hours of training at a State approved school. Certified Nurse's Assistants may obtain this certification by completing an additional 40 hours of training.

Training & Education:

All recent hires have a high school diploma or equivalent; few have a Bachelor degree.

Experience:

Many employers always require work experience. Employers reported that 6-12 months of experience would be sufficient. Many employers usually accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

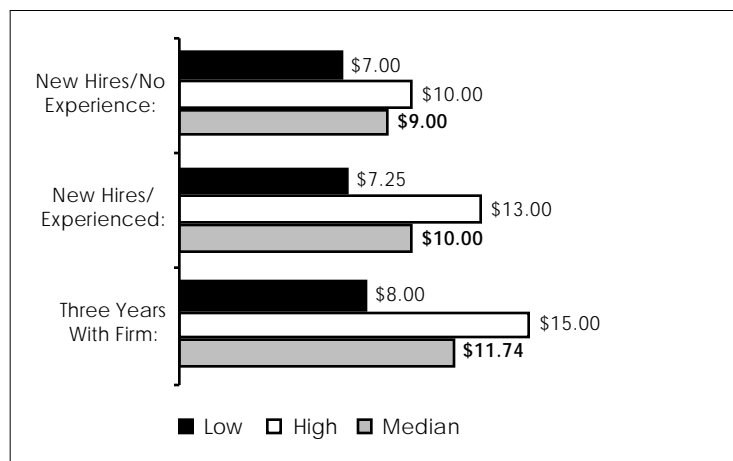
Experienced:

Employers reported *some difficulty* finding experienced applicants.

Number of firms responding to survey: 15

Home Health Aides (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

Live-in Home Health Care Workers earn \$90-\$120/day.

Hours

Full time workers average 42 hours/week. Part-time and temporary/on-call employees average 22 and 15 hours/week, respectively. Employees work day, swing, and graveyard shifts.

Employment Statistics & Trends

Occupation Size: Medium
 1995 Estimated Employment: 850
 Projected Job Growth 1995-2002: 75.3%
 Occupation Growth: Much Faster Than Average
 Male: 17% Female: 83%

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	90%	86%
Paid Sick Leave:	80%	86%
Retirement Plans:	70%	57%
Medical Insurance:	90%	100%
Dental Insurance:	70%	71%
Vision Insurance:	50%	57%
Life Insurance:	80%	86%
Child Care:	10%	0%

No. firms responding: 10/15 7/15

Recruitment Methods

Newspaper Advertisements:	93%
Current Employees' Referrals:	67%
Unsolicited Applicants:	47%
Employment Development Department:	40%
In-house Promotions/Transfers:	40%
Public School/Program Referrals:	40%

Major Employing Industries

- Home Health Agencies
- Home Health Departments at Acute Care Hospitals
- Nursing Registries

Other Sources of Information

- California Occupational Guide No. 461 (1997)
- California Occupational Guide No. 2002B (1995)

Library Assistants and Bookmobile Drivers compile records; sort and shelve books; issue and receive library materials, such as pictures, cards, slides, phonograph records, and microfilm; and handle tape decks. They also locate library materials for loan and replace materials in shelving areas (stacks) or files according to their identification number and title, and register patrons to permit them to borrow books, periodicals and other library materials. Bookmobile Drivers operate a bookmobile or light truck that pulls a book trailer to specific locations on a predetermined schedule and assist with providing services in mobile library.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Record keeping skills
- Ability to use information retrieval systems
- Ability to give oral instructions
- Ability to use the Internet service and use on-line search techniques
- Knowledge of on-line library catalogs and circulation systems
- Library research skills
- Computer skills: word processing and database

Personal or Other Skills:

- Public contact skills
- Ability to work independently
- Understanding of a variety of cultures
- Organizational skills

Basic Skills:

- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Certification:

Library Assistants can earn a Library Information Technology certificate upon completion of a 12-18 month program at a community college. The community college also offers a 24-month associate degree program in Library Technology. Some employers require the certification or associate degree.

Training & Education:

Most recent hires have an associate degree; few have a bachelor degree or attended college but have no degree. Library Information Technology courses are offered at community colleges.

Experience:

Many employers usually require work experience. Employers reportedly require 6-24 months experience. Many employers will sometimes accept training as substitute for experience. Schools may require experience working with children and teaching.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

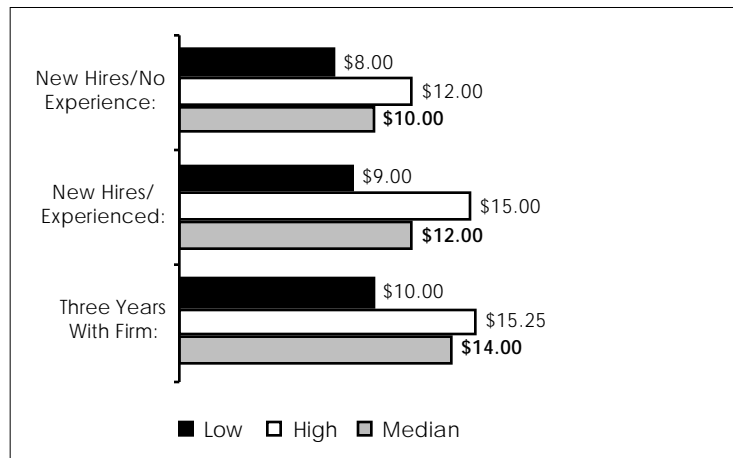
Employers reported *little difficulty* finding experienced applicants.

Number of firms responding to survey: 18

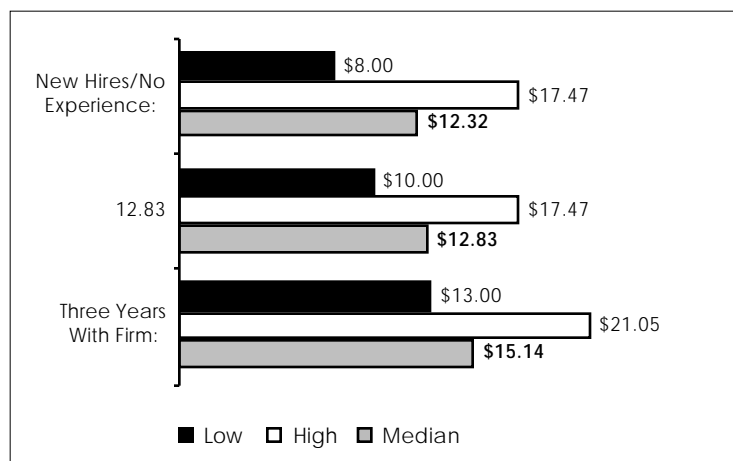
Library Assistants & Bookmobile Drivers (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

College and university students, in the work study program, earn \$12.00-14.75 an hour.

Hours

Full-time employees work an average of 39 hours/week. Part-time employees average 20 hours/week. There are also temporary on-call and seasonal opportunities, where employees average 21 and 20 hours/week, respectively. Library Assistants working for public and some academic libraries may be required to work evenings and/or weekends.

Employment Statistics & Trends

Occupation Size: *Small*
 1995 Estimated Employment: 360
 Projected Job Growth 1995-2002: 13.9%
 Occupation Growth: *Faster Than Average*
 Male: 37% Female: 63%

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	82%	88%
Paid Sick Leave:	88%	88%
Retirement Plans:	88%	63%
Medical Insurance:	94%	100%
Dental Insurance:	94%	100%
Vision Insurance:	65%	50%
Life Insurance:	53%	38%
Child Care:	6%	0%

No. firms responding: 17/18 8/15

Recruitment Methods

Newspaper Advertisements:	61%
In-house Promotions/Transfers:	44%
Current Employees' Referrals:	39%
Public School/Program Referrals:	39%
Internet:	28%
Professional associations:	17%

Public agencies use the civil service recruitment system.

Major Employing Industries

- Colleges & Universities
- Elementary & Secondary Schools
- Public & Private Libraries
- Special Libraries, e.g., Acute Care Hospitals, Law Offices

Other Sources of Information

- California Occupational Guide No. 417 (1996)

Loan and Credit Clerks assemble documents, prepare papers, process applications, and complete transactions of individuals applying for loans and credit. Loan Clerks review loan papers to insure completeness; operate typewriters to prepare correspondence, reports, and loan documents from draft; and complete transactions between a loan establishment, borrowers, and sellers upon approval of loan. Credit Clerks interview applicants to obtain personal and financial data, determine credit worthiness, process applications, and notify customer of acceptance or rejection of credit. Loan Interviewers are not included.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Business math skills
Ability to use a calculator
Ability to interview others for information
Ability to manage multiple priorities
Computer skills: word processing, spreadsheet and data entry

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Ability to pay attention to detail
Public contact skills
Ability to work under pressure
Customer service skills
Ability to interact well with others

Basic Skills:

Ability to think logically
Ability to follow oral instructions
Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a bachelor's degree. Some have attended college but have no degree, or have a high school diploma or equivalent.

Experience:

Many employers always require work experience. Employers reportedly accept 1-60 months of Teller or Loan Processing/Credit Clerk experience. Many employers sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

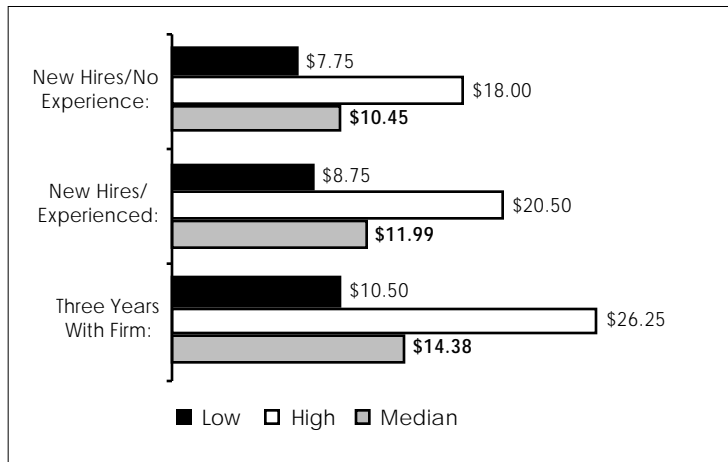
Occupation Size:	Medium
1995 Estimated Employment:	1,520
Projected Job Growth 1995-2002:	-7.9%
Occupation Growth:	Slow Decline*
Male: 25%	Female: 75%

* Many respondents expect this occupation to remain stable or grow over the next three years.

Number of firms responding to survey: 15

Loan & Credit Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Hours

Full-time employees average 40 hours/week, while part-time employees average 30 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	93%
Retirement Plans:	93%
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	53%
Life Insurance:	80%
Child Care:	20%

No. firms responding: 15/15

Recruitment Methods

In-house Promotions/Transfers:	80%
Current Employees' Referrals:	67%
Newspaper Advertisements:	67%
Private Employment Agencies:	40%
Employment Development Department:	13%
Internet:	13%
Private School Referrals:	13%
Public School/Program Referrals:	13%

Major Employing Industries

- Banks
- Credit Unions
- Mortgage Bankers
- Savings & Loans

Other Sources of Information

- California Occupational Guide No. 526 (1995)

Medical Records Technicians

OES 329110

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Ability to follow medical records control procedures
ICD-9-CM and CPT-4 coding skills
Alphabetic and numeric filing skills
Ability to spell correctly
Knowledge of medical terminology
Analytical skills
Statistical record keeping skills
Data entry skills
Word processing skills

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Ability to pay attention to detail
Ability to work independently
Ability to work under pressure
Organizational skills

Basic Skills:

Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Credentialing:

Medical Records Technicians can earn an Accredited Records Technician (ART) credential through the American Health Information Management Association. Applicants must have graduated from an accredited two-year college program or completed the Association's independent study program, and pass a national written examination. Many employers prefer or require the ART credential in addition to an associate degree or current enrollment in an accredited Health Information Technology program.

Training & Education:

Some recent hires have an associate degree in Health Information Technology. Some have attended college but have no degree; these recent hires have taken or are currently taking Health Information Technology courses. Also, some have a high school diploma or equivalent.

Experience:

Many employers usually require work experience, but some will usually accept training as a substitute for experience. Employers indicated 1-36 months of related experience as acceptable.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

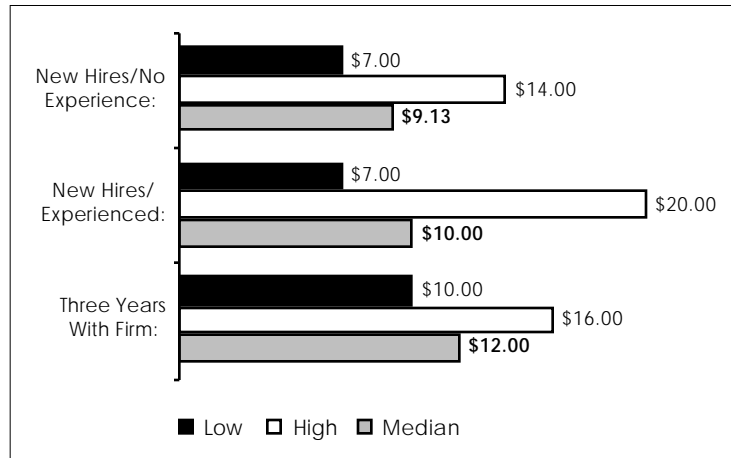
Employers reported *some difficulty* finding experienced applicants.

Number of firms responding to survey: 16

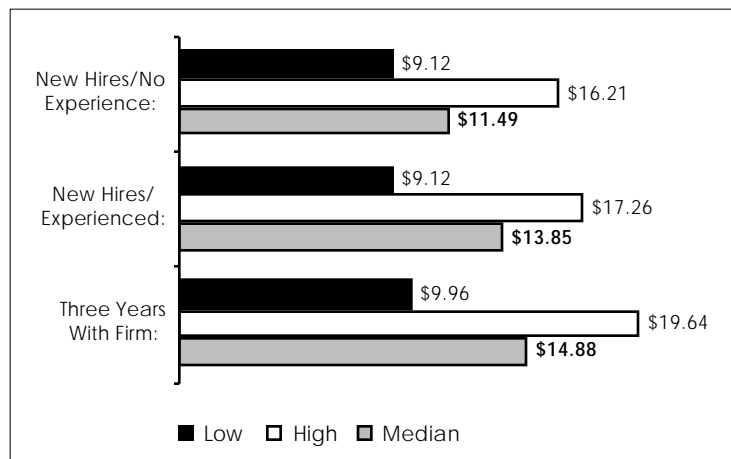
Medical Records Technicians (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Hours

Full-time employees work an average of 40 hours/week. Part-time employees average 18 hours/week. Acute care hospitals require Medical Records Technicians to work evening and night shifts on a rotating basis.

Employment Statistics & Trends

Occupation Size: *Small*
 1995 Estimated Employment: 180
 Projected Job Growth 1995-2002: 11.1%
 Occupation Growth: *Faster Than Average*
 Male: 19% Female: 81%

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	87%	75%
Paid Sick Leave:	87%	75%
Retirement Plans:	67%	25%
Medical Insurance:	93%	75%
Dental Insurance:	93%	75%
Vision Insurance:	60%	63%
Life Insurance:	53%	38%
Child Care:	13%	0%

No. firms responding: 15/16 8/16

Recruitment Methods

Newspaper Advertisements:	69%
Current Employees' Referrals:	63%
Public School/Program Referrals:	44%
Employment Development Department:	19%
In-house Promotions/Transfers:	19%
Private School/Program Referrals:	19%

Major Employing Industries

- Community Clinics
- General Medical & Surgical Hospitals
- Physicians' & Chiropractors' Offices
- Skilled Nursing Facilities

Other Sources of Information

- California Occupational Guide No. 134 (1998)

New Accounts Clerks

OES 531050

New Accounts Clerks interview persons desiring to open banking accounts. They explain banking services available to prospective customers, and assist them in preparing an application form.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Record keeping skills
- Alphabetic and numeric filing skills
- Ability to read forms quickly
- Ability to use a calculator
- Ability to interview others for information
- Ability to perform detailed clerical work
- Telephone answering skills
- Sales skills
- Computer skills: data entry and word processing

Physical Abilities:

- Ability to sit continuously for 2 or more hours

Personal or Other Skills:

- Understanding of a variety of cultures
- Willingness to work with close supervision
- Customer service skills
- Organizational skills

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Ability to write legibly
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have a high school diploma or equivalent; some attended college but have no degree, and few have a bachelor's degree.

Experience:

Many employers always require work experience. Employers reportedly prefer 6-24 months of Teller, New Accounts Clerk, customer service or sales experience. Most employers sometimes accept training as a substitute for experience. Acceptable training include formal customer service or computer training.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

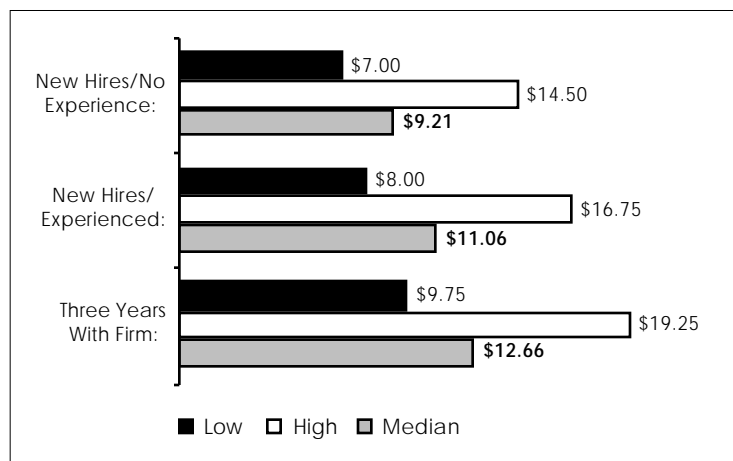
Occupation Size:	Small
1995 Estimated Employment:	510
Projected Job Growth 1995-2002:	-7.8%
Occupation Growth:	Slow Decline*
Male: 19%	Female: 81%

* Most respondents project this occupation to remain stable over the next three years, with many projecting growth.

Number of firms responding to survey: 17

New Accounts Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

Many employers also offer an incentives quota in addition to salary.

Hours

Full-time employees work an average of 40 hours/week. There are also some part-time opportunities, averaging 20 hours/week. On-call employees average 18 hours/week.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	100%	86%
Paid Sick Leave:	94%	86%
Retirement Plans:	94%	100%
Medical Insurance:	100%	86%
Dental Insurance:	100%	86%
Vision Insurance:	53%	43%
Life Insurance:	65%	86%
Child Care:	12%	14%
No. firms responding:	17/17	7/17

Recruitment Methods

Newspaper Advertisements:	94%
Current Employees' Referrals:	76%
In-house Promotions/Transfers:	65%
Job Fairs:	18%
Employment Development Department:	12%

Major Employing Industries

- Banks
- Credit Unions
- Savings & Loans

Other Sources of Information

- California Occupational Guide: None

Offset Lithographic Press Setters and Set-up Operators set up or set up and operate offset printing presses to print single and multicolor copy from lithographic plates. They examine job orders to determine press operating time, quantity to be printed, and stock specifications.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Ability to operate multicolor presses
Ability to use printing inks
Offset printing skills

Physical Abilities:

Manual dexterity
Possession of good color perception
Ability to stand continuously for 2 or more hours
Ability to perform precision work
Good eye-hand coordination

Personal or Other Skills:

Possession of mechanical aptitude
Ability to work independently

Basic Skills:

Basic math skills
Ability to read and follow instructions
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent; few have not completed high school or have some college background, but no degree. Formal training is available through private schools, community colleges, and a union-sponsored apprenticeship program. To qualify for the apprenticeship program, applicants must already be employed in a company covered by a union collective bargaining agreement. Many employers will sometimes accept training as a substitute for work experience.

Experience:

Many employers always require work experience. Employers reportedly require 1-120 months of experience, preferably as a press operator .

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

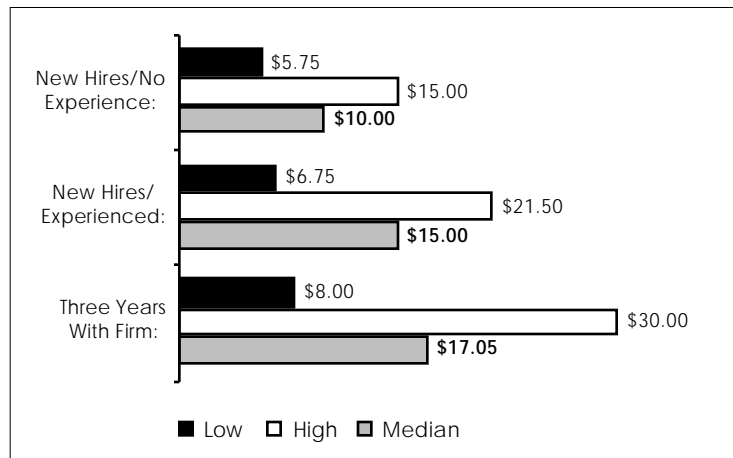
Occupation Size:	Small
1995 Estimated Employment:	330
Projected Job Growth 1995–2002:	9.1%
Occupation Growth:	Average
Male: 98%	Female: 2%

Number of firms responding to survey: 16

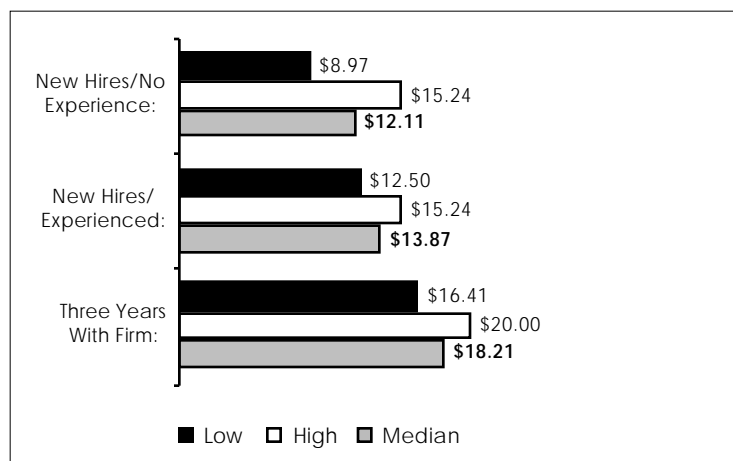
Offset Lithographic Press Setters & Set-Up Operators (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Wages are dependent on type of press operated, skills and experience. Union apprentices start at 55-65 percent of the journey-level rate and gradually increase to the full journey-level rate (approximately \$26-\$28/hour) after four years.

Hours

Full-time employees work an average of 40 hours/week. There are some part-time and on-call opportunities, averaging 25 hours/week and 22 hours/week, respectively. Employees work day, swing, and graveyard shifts.

Fringe Benefits

	Full-time
Paid Vacation:	93%
Paid Sick Leave:	67%
Retirement Plans:	47%
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	80%
Life Insurance:	40%
Child Care:	7%

No. firms responding: 15/16

Recruitment Methods

Current Employees' Referrals:	81%
Newspaper Advertisements:	81%
In-house Promotions/Transfers:	38%
Public School/Program Referrals:	38%
Union Hall Referrals:	25%

Major Employing Industries

- Commercial Printing Companies
- Newspaper Agencies

Other Sources of Information

- California Occupational Guide No. 71 (1998)

Painters, Paperhangers—Construction & Maintenance

OES 874020

Painters paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Knowledge of paints and related chemicals
- Ability to implement safe work practices
- Roller painting skills
- Spray painting skills
- Surface preparation skills

Physical Abilities:

- Ability to tolerate dust and paint fumes
- Ability to work from ladders and scaffolds
- Possession of good color perception
- Ability to stand continuously for 2 or more hours
- Manual dexterity

Personal or Other Skills:

- Willingness to work with close supervision
- Ability to pay attention to detail
- Ability to work independently
- Customer service skills

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have a high school diploma or equivalent; few have not earned a diploma or its equivalent. Formal training is available through a four-year union-sponsored apprenticeship program, which combines 4,800 hours of on-the-job training with 480 hours of classroom training. Non-union shops also refer entry level workers to classroom training.

Experience:

Many employers usually require related work experience, and many will usually accept training as a substitute for experience. Union shops will train apprentices but many employ only journey-level painters. Non-union employers may employ painters with at least six months of painting experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

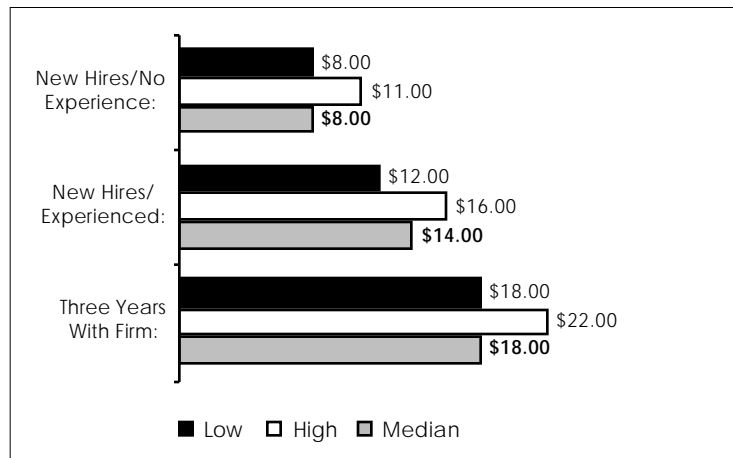
Occupation Size:	Medium
1995 Estimated Employment:	1,110
Projected Job Growth 1995–2002:	15.3%
Occupation Growth:	Much Faster Than Average
Male:	97%
Female:	3%

Number of firms responding to survey: 15

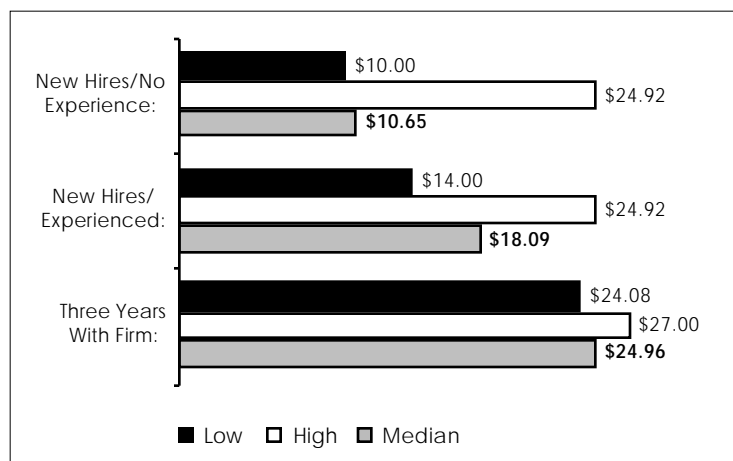
Painters, Paperhangers—Construction & Maintenance (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Wages

Union apprentices start at 40% of journey-level basic hourly wage rate (\$24.96), or a taxable rate of \$10.65 an hour. Non-union employees earn \$7.00-\$22.00 an hour, depending on experience and skills.

Hours

Full-time employees average 40 hours/week. There are seasonal and on-call opportunities, each averaging 40 hours/week. Employees may work during the swing and graveyard shifts, and on weekends.

Fringe Benefits

	Full-time
Paid Vacation:	87%
Paid Sick Leave:	20%
Retirement Plans:	53%
Medical Insurance:	100%
Dental Insurance:	80%
Vision Insurance:	73%
Life Insurance:	13%
Child Care:	0%

No. firms responding: 15/15

Recruitment Methods

Current Employees' Referrals:	80%
Union Hall Referrals:	60%
Unsolicited Applicants:	47%
Newspaper Advertisements:	27%
In-house Promotions/Transfers:	20%

Public agencies use the civil service recruitment system.

Major Employing Industries

- Construction Companies
- Government Agencies
- Hotels
- Painting & Paperhanging Contractors

Other Sources of Information

- California Occupational Guide No. 148 (1997)

Paralegal Personnel

OES 283050

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Ability to use good business English
- Understanding of court proceedings
- Investigative research skills
- Ability to research legal documents
- Ability to write effectively
- Problem solving skills
- Analytical skills
- Computer skills: word processing, database, and spreadsheet
- Ability to use legal research software (Lexis/Nexis)
- Graphic arts/design skills (for legal exhibits)

Personal or Other Skills:

- Organizational skills
- Ability to work as part of a team
- Ability to meet deadlines
- Ability to pay attention to detail
- Ability to work independently
- Interpersonal skills
- Ability to work under pressure
- Ability to manage multiple priorities

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Certificate:

A Paralegal certificate is obtained upon completion of an approved program. Length of training ranges from 9-24 months.

Training & Education:

Almost all recent hires have a bachelor's degree; few have attended graduate school, have an associate degree or solely a high school diploma. Formal training is available through community colleges and universities.

Experience:

Many employers always require work experience. Employers reportedly require 6-60 months of experience as a Paralegal or legal/research assistant. Many employers sometimes will accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

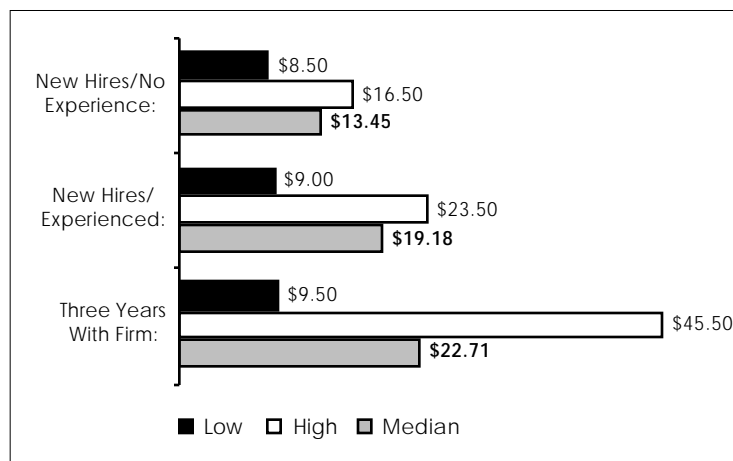
Employment Statistics & Trends

Occupation Size:	Medium
1995 Estimated Employment:	1,360
Projected Job Growth 1995-2002:	10.3%
Occupation Growth:	Average
Male: 35%	Female: 65%

Number of firms responding to survey: 16

Paralegal Personnel (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

Employers indicated that experienced and highly qualified employees in the private sector can earn \$70,000-\$90,000/year. Many employees also receive an annual bonus.

Hours

Full-time employees work an average of 38 hours/week. There are part-time opportunities, averaging 26 hours/week. On-call employees average 39 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	88%
Paid Sick Leave:	88%
Retirement Plans:	81%
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	81%
Life Insurance:	81%
Child Care:	13%

No. firms responding: 16/16

Recruitment Methods

Current Employees' Referrals:	88%
Newspaper Advertisements:	75%
Private Employment Agencies:	69%
Internet:	44%
Private School Referrals:	31%
Public School/Program Referrals:	31%
Unsolicited Applicants:	31%

Public agencies use the civil service announcements/recruitment system.

Major Employing Industries

- Government Agencies
- Law Firms
- Legal Departments of Corporations

Other Sources of Information

- California Occupational Guide No. 464 (1995)

Production, Planning, & Expediting Clerks OES 580080

The duties of Production, Planning, and Expediting Clerks are primarily clerical in nature and involve coordinating and expediting the flow of work and materials within or between departments of an establishment according to production schedules. This includes reviewing and distributing production schedules and work orders, conferring with department supervisors to determine progress of work and completion dates, and compiling reports on progress of work and production problems. Their duties may also include scheduling workers and estimating costs, routing and delivering parts to insure production quotas are met, and scheduling shipment of parts. They may keep inventory of material in departments and insure that merchandise is shipped by vendor on the promised date, and write special orders for services and merchandise.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Ability to use computers in production planning applications
- Ability to analyze data to solve problems
- Problem solving skills
- Computer skills: spreadsheet and word processing

Physical Abilities:

- Finger dexterity

Personal or Other Skills:

- Ability to meet deadlines
- Ability to pay attention to detail
- Ability to work independently
- Ability to work under pressure
- Ability to manage multiple priorities
- Ability to interact well with others
- Ability to think logically

Basic Skills:

- Basic math skills
- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Most recent hires have bachelor degrees. Some have associate degrees. Computer training is available at public and private training programs.

Experience:

Many employers always require related work experience. Most employers never accept training as a substitute for experience. Most employees are promoted from within the firm to this occupation due to knowledge of the products, services, industry and firm's system.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

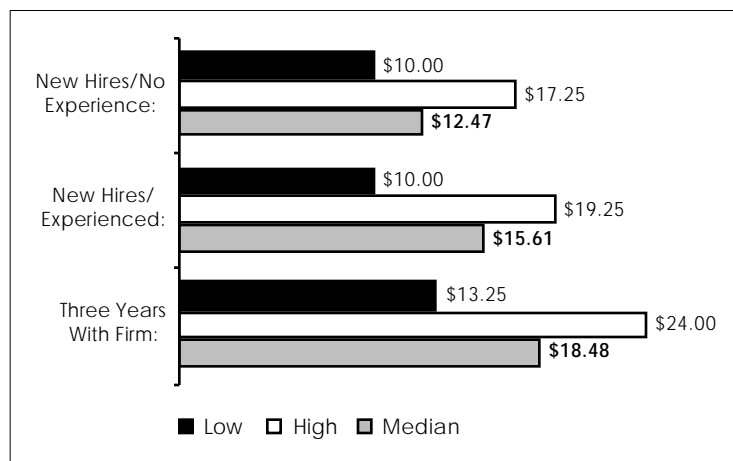
Experienced:

Employers reported *little difficulty* finding experienced applicants.

Number of firms responding to survey: 16

Production, Planning, & Expediting Clerks (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

Employers may offer bonuses to employees.

Hours

Full-time employees work an average of 40 hours/week.

Employment Statistics & Trends

Occupation Size: *Small*
1995 Estimated Employment: 620
Projected Job Growth 1995-2002: 19.4%
Occupation Growth: *Much Faster Than Average**
Male: 31% Female: 69%

* Most respondents expect their firms' employment to remain stable over the next three years.

Fringe Benefits

	Full-time
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plans:	81%
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	69%
Life Insurance:	94%
Child Care:	25%

No. firms responding: 16/16

Recruitment Methods

In-house Promotions/Transfers:	75%
Current Employees' Referrals:	50%
Newspaper Advertisements:	44%
Private Employment Agencies:	31%
Unsolicited Applicants:	31%

Major Employing Industries

- Advertising Agencies
- Apparel Manufacturers
- U.S. Postal Service

Other Sources of Information

- California Occupational Guide No. 433 (1995)

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Ability to follow law office methods and procedures
 Knowledge of litigation procedures and practices
 Proofreading skills
 Understanding of legal terms
 English grammar, spelling, and punctuation skills
 Telephone answering skills
 Ability to write effectively
 Ability to maintain an appointment calendar
 Ability to type at least 60-80 wpm
 Knowledge of legal resources
 Ability to prepare legal documents and correspondence
 Computer skills: word processing, spreadsheet (preferably windows based)
 Internet research skills

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Organizational skills
 Ability to pay attention to detail
 Ability to work independently
 Ability to work under pressure
 Ability to manage multiple priorities

Basic Skills:

Ability to follow oral instructions
 Ability to read and follow instructions
 Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Many recent hires have attended college but have no degree; some have an associate degree and few have a bachelor's degree or solely a high school diploma or equivalent. Formal training is available through private vocational schools or employer-sponsored training.

Experience:

Almost all employers always require work experience. Employers reportedly require 3-60 months of Legal Secretary/paralegal experience. Many will sometimes accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

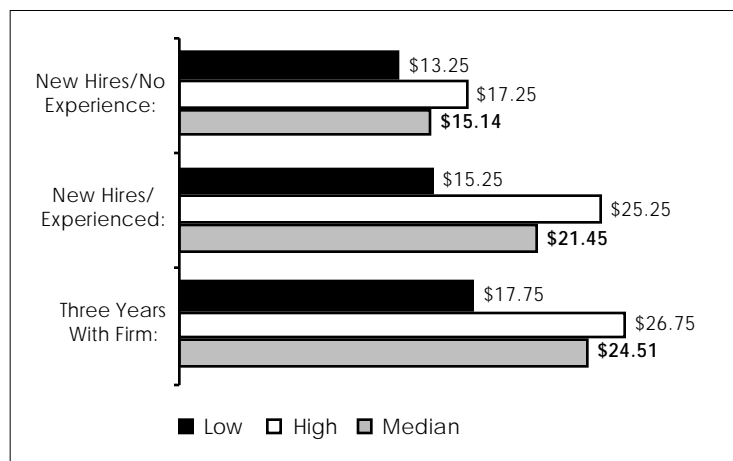
Occupation Size: Very Large
 1995 Estimated Employment: 4,540
 Projected Job Growth 1995-2002: -1.1%
 Occupation Growth: Slow Decline*
 Male: 6% Female: 94%

* Many respondents project this occupation to grow. Many also project it will remain stable over the next three years.

Number of firms responding to survey: 16

Secretaries, Legal (cont.)

Hourly Wages: Low, High & Median (Fall 1998)



Wages

Employers indicated that highly qualified and experienced employees can earn \$55,000-\$60,000/year. An annual bonus is provided to employees in the private sector.

Hours

Full-time employees work an average of 37 hours/week. Part-time employees average 27 hours/week. There are also temporary on-call and seasonal opportunities, each averaging 35 hours/week.

Fringe Benefits

	Full-time
Paid Vacation:	94%
Paid Sick Leave:	94%
Retirement Plans:	88%
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	81%
Life Insurance:	81%
Child Care:	13%
No. firms responding:	16/16

Recruitment Methods

Current Employees' Referrals:	88%
Private Employment Agencies:	81%
Newspaper Advertisements:	63%
Unsolicited Applicants:	44%
Internet:	31%
Public School/Program Referrals:	31%

Public agencies use the civil service announcements/recruitment system.

Major Employing Industries

- Government Agencies
- Law Firms
- Legal Departments of Corporations

Other Sources of Information

- California Occupational Guide No. 172 (1995)

Switchboard Operators

OES 571020

Switchboard Operators operate cord or cordless switchboard to relay incoming, outgoing, and interoffice calls. They may supply information to callers and record messages. In addition to performing duties of Switchboard Operators, workers may also act as receptionists and perform routine clerical work and typing.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Telephone answering skills
Alphabetic and numeric filing skills
Ability to use computer

Physical Abilities:

Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Public contact skills
Ability to work independently
Ability to work under pressure
Diplomacy
Tactfulness
Ability to exercise patience
Professional appearance
Ability to work as part of team

Basic Skills:

Ability to read and follow instructions
Ability to write legibly
Oral communication skills

Training, Experience & Other Requirements

Training & Education:

Almost all recent hires have attended college but have no degree; few have solely a high school diploma or equivalent. Formal customer service/receptionist training is available at local public and private vocational training programs.

Experience:

Many employers sometimes require related work experience. Employers reportedly require 6-14 months of switchboard operator or customer service experience. Most employers will sometimes accept training as a substitute for work experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced applicants.

Experienced:

Employers reported *some difficulty* finding experienced applicants.

Employment Statistics & Trends

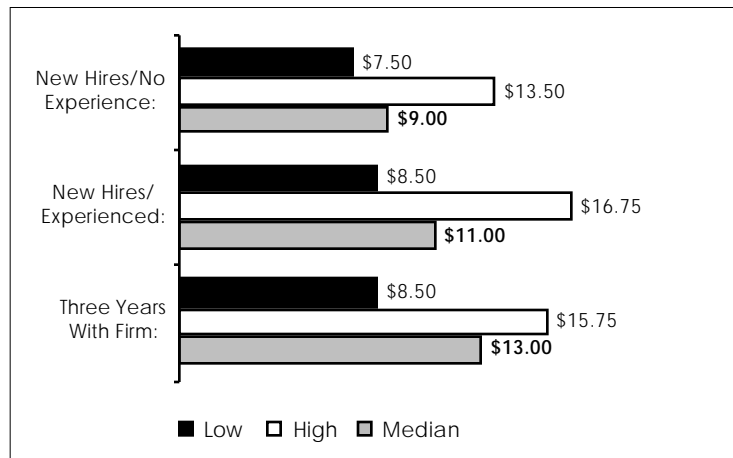
Occupation Size:	Medium
1995 Estimated Employment:	1,420
Projected Job Growth 1995-2005:	5.6%
Occupation Growth:	Slower Than Average
Male: 21%	Female: 79%

Number of firms responding to survey: 17

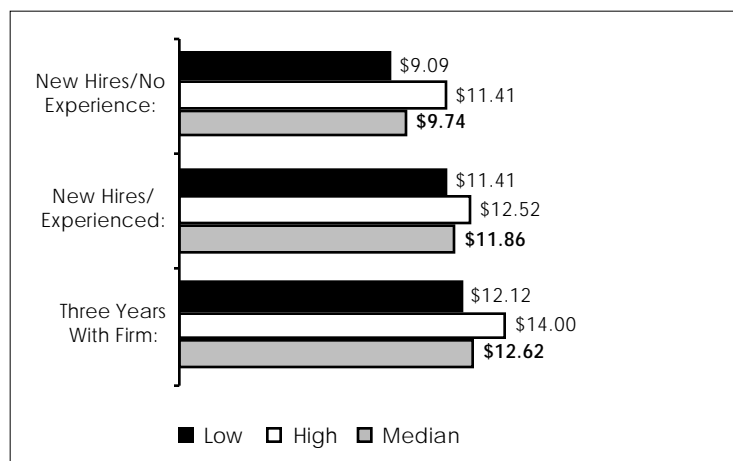
Switchboard Operators (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Hours

Full-time employees work an average of 39 hours/week. On-call employees average 29 hours/week. There are part-time opportunities, averaging 22 hours/week. Employers which provide around-the-clock services (hospitals, hotels, etc.) employ switchboard operators for day, swing and graveyard shifts. Employees may work on the weekends and holidays.

Fringe Benefits

	Full-time
Paid Vacation:	94%
Paid Sick Leave:	81%
Retirement Plans:	63%
Medical Insurance:	94%
Dental Insurance:	94%
Vision Insurance:	69%
Life Insurance:	69%
Child Care:	19%

No. firms responding: 16/17

Recruitment Methods

Current Employees' Referrals:	82%
Newspaper Advertisements:	82%
In-house Promotions/Transfers:	53%
Employment Development Department:	47%
Unsolicited Applicants:	47%
Private Employment Agencies:	41%

Public agencies use the civil service announcements/recruitment system.

Major Employing Industries

- Government Agencies
- Hospitals
- Hotels and Motels
- Large Corporations
- Law firms

Other Sources of Information

- California Occupational Guide No. 21 (1998)

Taxi Drivers & Chauffeurs

OES 971140

Taxi Drivers and Chauffeurs drive automobiles, limousines, custom built sedans, or hearses to transport passengers or cargo. They may drive automobiles for delivery. The occupation excludes Ambulance Drivers and Bus Drivers.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

Map reading skills, manual and automated
Knowledge of local streets
Ability to operate mobile site data system

Physical Abilities:

Good vision
Good hearing
Ability to pass a pre-employment drug test
Ability to sit continuously for 2 or more hours

Personal or Other Skills:

Good grooming skills
Ability to work independently
Possession of a good DMV driving record and at least
25 years of age
Customer service skills
Pleasant personality
Reliability and honesty

Basic Skills:

Basic math skills
Ability to read and follow instructions
Oral communication skills

Information in the column below is for Drivers and Chauffeurs only.

Training, Experience & Other Requirements

Training & Education:

Many recent Drivers and Chauffeurs hires have a high school diploma or equivalent; some have an associate degree; few have attended college but have no degree. Upon hire, drivers may be referred to training programs.

Experience:

Many employers of Drivers and Chauffeurs always require related work experience. Employers reportedly accept chauffeur, driver and courier experience. Many employers never accept training as a substitute for experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *some difficulty* finding inexperienced Drivers and Chauffeurs.

Experienced:

Employers reported *some difficulty* finding experienced Drivers and Chauffeurs.

Employment Statistics & Trends

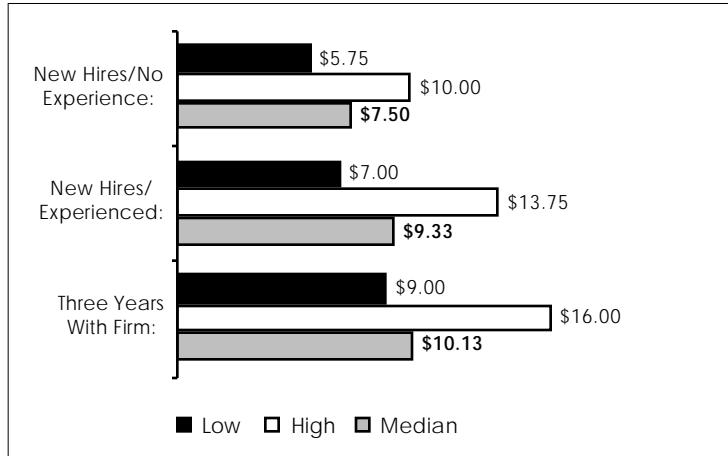
Occupation Size:	Small
1995 Estimated Employment:	590
Projected Job Growth 1995-2005:	25.4%
Occupation Growth:	Much Faster Than Average
Male:	91%
Female:	9%

Number of firms responding to survey: 12

Taxi Drivers & Chauffeurs (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Drivers & Chauffeurs (excluding Taxi Drivers)



Wages

Drivers and Chauffeurs are compensated with an hourly wage or an hourly wage plus tips.

Hours

Full-time Drivers and Chauffeurs work an average of 41 hours/week. There are part-time opportunities, averaging 21 hours/week. On-call employees average 14 hours/week. Employees work all shifts, during the weekends and holidays.

Taxi Driver Wages, Hours & Other Information

All Taxi Drivers in San Francisco are independent contractors. Taxi drivers are required to have a taxi permit. The permit is issued by the San Francisco Police Department after completion of a one-day police-conducted training course and passage of a written test. Applicants must present a letter of intent to hire from the employer, a DMV printout, and an application fee when applying for the permit.

Taxi Drivers are assigned day, swing, and night shifts, and work 8-12 hours/shift. Earnings are from meter total and tips. However, drivers must pay for expenses such as gasoline and "gate fees," which include medallion (vehicle and permit) use, shift, dispatch services, credit card machines, and automated map reading system. Drivers are responsible for their own taxes and social security contributions. They can earn \$85-\$250/day before expenses, but receive no benefits.

Information in the column below is for Drivers and Chauffeurs only.

Fringe Benefits

	Full-time	Part-time
Paid Vacation:	75%	100%
Paid Sick Leave:	75%	100%
Retirement Plans:	50%	50%
Medical Insurance:	100%	50%
Dental Insurance:	100%	50%
Vision Insurance:	75%	50%
Life Insurance:	75%	50%
Child Care:	0%	0%

No. firms responding: 8/12 2/12

Recruitment Methods

Current Employees' Referrals:	83%
Newspaper Advertisements:	83%
Unsolicited Applicants:	50%
In-house Promotions/Transfers:	42%
Community/Church Bulletins:	25%

Major Employing Industries

- Hotels
- Limousine Companies
- Passenger Transportation Charter Companies

Other Sources of Information

- California Occupational Guide: None

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

Occupational Skills & Abilities

Qualifications cited as important for job entry are listed.

Technical Skills:

- Shop math skills
- MIG welding skills
- Gas welding skills
- Cutting skills
- Ability to pass a work performance test
- Comply with safety rules and regulations

Physical Abilities:

- Manual dexterity
- Good eye-hand coordination
- Good vision
- Ability to work in awkward positions
- Ability to concentrate for long periods of time
- Ability to lift at least 25 lbs. repeatedly

Personal or Other Skills:

- Possession of mechanical aptitude
- Willingness to work with close supervision
- Ability to work independently

Basic Skills:

- Ability to read and follow instructions
- Oral communication skills

Training, Experience & Other Requirements

Certification:

Employers strongly prefer certified welders. There are various types of certification (i.e., vertical, horizontal, structural). To be certified, welders must pass practical examinations administered by government-approved independent testing laboratories, training programs and employers.

Training & Education:

Almost all recent hires have a high school diploma or equivalent; few have not completed high school. Community colleges and private vocational schools offer formal vocational training. Welding training is also available to apprentices as a part of a larger, instructional union program, e.g., Ironworkers Union or Boilermakers Union.

Experience:

Most employers always require work related experience, but sometimes many will accept training as a substitute for experience. Employers reportedly require 1-120 months of welding experience.

Supply & Demand Assessment

Inexperienced:

Employers reported *little difficulty* finding inexperienced applicants.

Experienced:

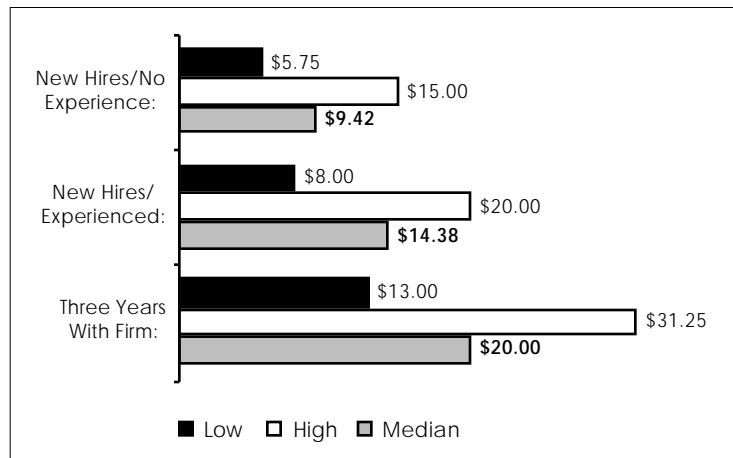
Employers reported *some difficulty* finding experienced applicants.

Number of firms responding to survey: 18

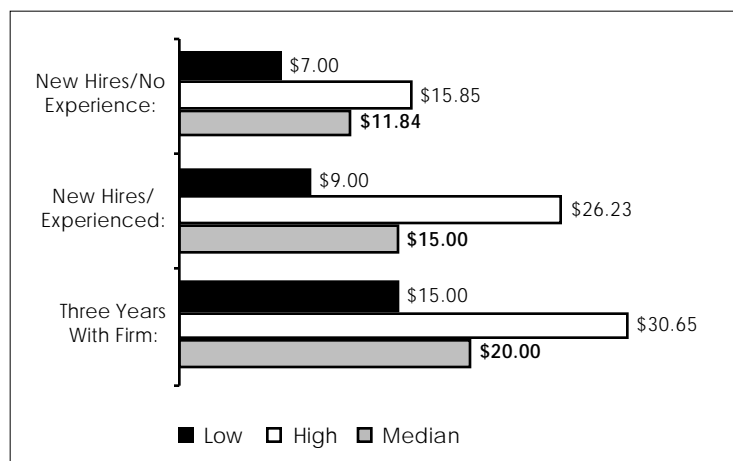
Welders & Cutters (cont.)

Hourly Wages: Low, High & Median (Fall 1998)

Non-Union



Union



Hours

Full-time employees average 44 hours/week. Part-time employees work an average of 25 hours/week, and temporary/on-call employees average 13 hours/week. Employers may have more than one shift. This occupation is primarily unionized.

Employment Statistics & Trends

Occupation Size: *Small*
 1995 Estimated Employment: 240
 Projected Job Growth 1995–2002: 4.2%
 Occupation Growth: *Slower Than Average*
 Male: 98% Female: 2%

Fringe Benefits

	Full-time
Paid Vacation:	80%
Paid Sick Leave:	33%
Retirement Plans:	67%
Medical Insurance:	93%
Dental Insurance:	80%
Vision Insurance:	73%
Life Insurance:	27%
Child Care:	0%

No. firms responding: 15/18

Recruitment Methods

Union Hall Referrals:	61%
Current Employees' Referrals:	56%
Unsolicited Applicants:	44%
Newspaper Advertisements:	28%
Employment Development Department:	11%
Private School Programs:	11%

Major Employing Industries

- Metal Fabricating, Erecting & Repair Companies
- Ship & Boat Repairers

Other Sources of Information

- California Occupational Guide No. 84 (1998)

SAN FRANCISCO TRAINING PROVIDERS

Baggage Porters & Bellhops

Career Resources Development Center, Inc.

655 Geary Street, San Francisco 94102

(415) 775-8880 Fax: (415) 885-5527 www.crdc.org

Program: Hospitality Services

City College of San Francisco *

50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112

(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us

Program: Hospitality, Travel & Tourism

Goodwill Industries of San Francisco, San Mateo & Marin Counties Inc. *

1500 Mission Street, San Francisco 94103

(415) 575-2126 Fax: (415) 575-2170 www.sfgoodwill.org

Program: Hotel/Restaurant Associate

Hospitality Management Training Institute *

760 Market Street, Suite 1018, San Francisco 94102

(415) 677-9717 Fax: (415) 677-9810

Program: Hospitality Operations

San Francisco State University *

1600 Holloway Avenue, San Francisco 94132

(415) 338-2411 Fax: (415) 338-6922 www.sfsu.edu

Studies: Hospitality Management

University of San Francisco *

2130 Fulton Street, San Francisco 94117

(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu

Studies: Hospitality Management

Bill & Account Collectors

Center For Employment Training *

1727 Mission Street, San Francisco 94103

(415) 255-8880 Fax: (415) 252-0990

Program: Accounting Information Systems

City College of San Francisco *

50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112

(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us

Program: Computer Accounting

Computer Skills Center *

5011 Geary Boulevard, San Francisco 94118

(415) 221-9201 Fax: (415) 750-0525

Program: Computer Accounting

Golden Gate University *

536 Mission Street, San Francisco 94105

(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu

Studies: Accounting

* This training provider does not offer specific training for this occupation but rather related training.

Heald College School of Business & Technology *

350 Mission Street, San Francisco 94103
(415) 673-5500 Fax: (415) 626-1404 www.heald.edu
Program: Accounting

Lincoln University *

281 Masonic Avenue, San Francisco 94118
(415) 221-1212 Fax: (415) 387-9730 www.lincolnuca.edu
Studies: Business Administration

Oxman College *

55 New Montgomery, Suite 721, San Francisco 94105
(415) 974-1783 Fax: (415) 974-5391
Program: Computerized Accounting

San Francisco State University *

1600 Holloway Avenue, San Francisco 94132
(415) 338-2411 Fax: (415) 338-6922 www.sfsu.edu
Studies: Business/Accounting

San Francisco Vocational Services (only serves people with disabilities) *

814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Vocational Training in Clerical Field

University of Phoenix *

185 Berry Street, Bldg. 3, San Francisco 94107
(415) 495-3370 Fax: (415) 495-3505
Studies: Accounting

University of San Francisco *

2130 Fulton Street, San Francisco 94117
(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu
Studies: Accounting (Business Administration)

Billing, Posting & Calculating Machine Operators

Career Resources Development Center Inc.

655 Geary Street, San Francisco 94102
(415) 775-8880 Fax: (415) 885-5527 www.crdc.org
Program: Clerical

City College of San Francisco

50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Studies: Microcomputer Applications for Business

Golden Gate University

536 Mission Street, San Francisco 94105
(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu
Studies: Accounting

Heald College School of Business & Technology

350 Mission Street, San Francisco 94103
(415) 673-5500 Fax: (415) 626-1404 www.heald.edu
Program: Computer Business Administration

Lincoln University

281 Masonic Avenue, San Francisco 94118
(415) 221-1212 Fax: (415) 387-9730 www.lincolnuca.edu
Studies: Business Administration

** This training provider does not offer specific training for this occupation but rather related training.*

San Francisco State University
1600 Holloway Avenue, San Francisco 94132
(415) 338-2411 Fax: (415) 338-6922 www.sfsu.edu
Studies: Accounting

San Francisco Vocational Services (only serves people with disabilities)
814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Vocational Training in Clerical Field

University of Phoenix
185 Berry Street, Bldg. 3, San Francisco 94107
(415) 495-3370 Fax: (415) 495-3505
Studies: Accounting

University of San Francisco
2130 Fulton Street, San Francisco 94117
(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu
Studies: Accounting (Business Administration)

Carpenters

Asian Neighborhood Design Inc.
1232 Connecticut Street, San Francisco 94107
(415) 648-7070 Fax: (415) 648-6303
Program: Carpentry & Construction

Center For Employment Training
1727 Mission Street, San Francisco 94103
(415) 255-8880 Fax: (415) 252-0990
Program: Building Trades

City College Of San Francisco
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Building Trades

Data Processing Equipment Repairers

Heald Institute Of Technology
250 Executive Park Boulevard, Suite 1000, San Francisco 941343306
(415) 822-2900 Fax: (415) 822-2401 www.heald.edu
Program: Computer Technology

Infotec Training Institute
455 Market Street, Suite 1650, San Francisco 94105
(415) 267-0821 Fax: (415) 896-1358 www.infotecweb.com
Studies: Microsoft & Novell Network Systems

San Francisco County Regional Occupational Program
555 Portola Drive, Bungalow A, San Francisco 94131
(415) 695-5460 Fax: (415) 695-5465 www.sfusd.k12.ca.us.schwww/sch817/sbc.htm
Program: Computer Repair

School Of Communication Electronics
184 Second Street, San Francisco 94105
(415) 896-0858 Fax: (415) 896-1740
Program: Computer Technician & Windows NT Networking

** This training provider does not offer specific training for this occupation but rather related training.*

Youth For Service
25 - 14th Street, San Francisco 94103
(415) 621-5555 Fax: (415) 431-3389
Program: Computer Repair

Dental Assistants

Bryman College of San Francisco
731 Market Street, Suite 201, San Francisco 94103
(415) 777-2500 Fax: (415) 495-3457
Program: Dental Assisting

City College of San Francisco
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Dental Assisting

Dispatchers

Computer Skills Center *
5011 Geary Boulevard, San Francisco 94118
(415) 221-9201 Fax: (415) 750-0525
Program: Personal Computer Data Entry

San Francisco Vocational Services (only serves people with disabilities) *
814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Vocational Training in Clerical Field

File Clerks

Career Resources Development Center Inc.
655 Geary Street, San Francisco 94102
(415) 775-8880 Fax: (415) 885-5527 www.crdc.org
Program: Clerical

Center For Employment Training
1727 Mission Street, San Francisco 94103
(415) 255-8880 Fax: (415) 252-0990
Program: Computerized Office Administration

City College of San Francisco *
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Office Assisting/Clerical

Heald College School of Business & Technology *
350 Mission Street, San Francisco 94103
(415) 673-5500 Fax: (415) 626-1404 www.heald.edu
Program: Business Software Applications

L. E. N. Business & Language Institute *
1254 Market Street, Suite 200, San Francisco 94102
(415) 252-9059 Fax: (415) 252-0360
Program: General Office With Microcomputers

Mission Language And Vocational School, Inc. *
2929 19th Street, San Francisco 94110
(415) 648-5220 Fax: (415) 648-0262
Program: Clerical Training

* This training provider does not offer specific training for this occupation but rather related training.

San Francisco Vocational Services (only serves people with disabilities) *
814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Vocational Training in Clerical Field

Home Health Aides

Arriba Juntos
1850 Mission Street, San Francisco 94103
(415) 863-9307 Fax: (415) 863-9314 member.aol.com/arribajunt/casa.html
Program: Health Careers

California Nurses Institute
2601 Mission Street, Suite 810, San Francisco 94110
(415) 641-7662 Fax: (415) 641-7699
Program: Home Health Aide

City College of San Francisco
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Home Health Aide

CNA Education & Training Services
2017 Mission Street, Third Floor, San Francisco 94110
(415) 864-2025 Fax: (415) 864-1038
Program: Home Health Aide Certification

Library Assistants

City College of San Francisco
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Library Information Technology

Loan & Credit Clerks

Career Resources Development Center Inc.
655 Geary Street, San Francisco 94102
(415) 775-8880 Fax: (415) 885-5527 www.crdc.org
Program: Clerical

Center For Employment Training *
1727 Mission Street, San Francisco 94103
(415) 255-8880 Fax: (415) 252-0990
Program: Computerized Office Administration

City College of San Francisco *
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Finance/Office Assisting/Clerical

Computer Skills Center *
5011 Geary Boulevard, San Francisco 94118
(415) 221-9201 Fax: (415) 750-0525
Program: Computer Accounting

Golden Gate University *
536 Mission Street, San Francisco 94105
(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu
Studies: Business

** This training provider does not offer specific training for this occupation but rather related training.*

Heald College School of Business & Technology *

350 Mission Street, San Francisco 94103
(415) 673-5500 Fax: (415) 626-1404 www.heald.edu
Program: Computerized Business Administration

Lincoln University *

281 Masonic Avenue, San Francisco 94118
(415) 221-1212 Fax: (415) 387-9730 www.lincolnuca.edu
Studies: Business Administration

Oxman College *

55 New Montgomery, Suite 721, San Francisco 94105
(415) 974-1783 Fax: (415) 974-5391
Program: Computerized Accounting

San Francisco County Regional Occupational Program *

555 Portola Drive, Bungalow A, San Francisco 94131
(415) 695-5460 Fax: (415) 695-5465 www.sfusd.k12.ca.us.schwww/sch817/sbc.htm
Program: Financial Sales & Services Employment Training

San Francisco State University *

1600 Holloway Avenue, San Francisco 94132
(415) 338-2411 Fax: (415) 338-6922 www.sfsu.edu
Studies: Accounting

San Francisco Vocational Services (only serves people with disabilities) *

814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Vocational Training in Clerical Field

University of Phoenix *

185 Berry Street, Bldg. 3, San Francisco 94107
(415) 495-3370 Fax: (415) 495-3505
Studies: Accounting

University of San Francisco *

2130 Fulton Street, San Francisco 94117
(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu
Studies: Accounting (Business Administration)

Medical Records Technicians

City College of San Francisco

50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Health Information Technology

Trinity College of Health Professions

939 Market, Second Floor, San Francisco 94103
(415) 541-7777 Fax: (415) 541-0153 www.trinitycollege.com
Program: Medical Office Communications & Bookkeeping/Medical Insurance Coding

New Accounts Clerks

Center For Employment Training *

1727 Mission Street, San Francisco 94103
(415) 255-8880 Fax: (415) 252-0990
Program: Accounting Information Systems

** This training provider does not offer specific training for this occupation but rather related training.*

City College of San Francisco *

50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Studies: Finance

Computer Skills Center *

5011 Geary Boulevard, San Francisco 94118
(415) 221-9201 Fax: (415) 750-0525
Program: Personal Computer for Business

Golden Gate University *

536 Mission Street, San Francisco 94105
(415) 442-7800 Fax: (415) 442-7807 www.ggu.edu
Studies: Accounting/Business Administration

Heald College School of Business & Technology *

350 Mission Street, San Francisco 94103
(415) 673-5500 Fax: (415) 626-1404 www.heald.edu
Program: Accounting

Lincoln University *

281 Masonic Avenue, San Francisco 94118
(415) 221-1212 Fax: (415) 387-9730 www.lincolnuca.edu
Studies: Business Administration

Oxman College *

55 New Montgomery, Suite 721, San Francisco 94105
(415) 974-1783 Fax: (415) 974-5391
Program: Computerized Accounting

San Francisco County Regional Occupational Program *

555 Portola Drive, Bungalow A, San Francisco 94131
(415) 695-5460 Fax: (415) 695-5465 www.sfusd.k12.ca.us.schwww/sch817/sbc.htm
Program: Financial Sales & Services Employment Training

San Francisco State University *

1600 Holloway Avenue, San Francisco 94132
(415) 338-2411 Fax: (415) 338-6922 www.sfsu.edu
Studies: Banking/Accounting (Business Administration)

San Francisco Vocational Services (only serves people with disabilities) *

814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Vocational Training in Clerical Field

University of Phoenix *

185 Berry Street, Bldg. 3, San Francisco 94107
(415) 495-3370 Fax: (415) 495-3505
Studies: Accounting

University of San Francisco *

2130 Fulton Street, San Francisco 94117
(415) 422-6563 Fax: (415) 422-2217 www.usfca.edu
Studies: Accounting (Business Administration)

Offset Lithographic Press Setters & Set-up Operators

City College Of San Francisco

50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Offset Printing Technology/Printing & Lithography

** This training provider does not offer specific training for this occupation but rather related training.*

Graphic Arts Institute
665 Third Street, Suite 50, San Francisco 94107
(415) 543-9211 Fax: (415) 543-2485 www.gai.org
Studies: Sheetfed Press

Paralegal Personnel

City College of San Francisco
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Paralegal/Legal Studies

San Francisco State University - College of Extended Learning
425 Market Street, San Francisco 94105
(415) 904-7700 Fax: (415) 338-7290 www.cel.sfsu.edu
Program: Paralegal Studies

Production, Planning & Expediting Clerks

Computer Skills Center *
5011 Geary Boulevard, San Francisco 94118
(415) 221-9201 Fax: (415) 750-0525
Program: Personal Computer for Business

San Francisco Vocational Services (only serves people with disabilities) *
814 Mission Street, Suite 600, San Francisco 94103
(415) 512-9500 Fax: (415) 512-9507 www.sfvocationalservices.org
Program: Vocational Training in Clerical Field

Welders & Cutters

City College of San Francisco
50 Phelan Avenue (10 campuses throughout the city), San Francisco 94112
(415) 239-3000 Fax: (415) 239-3936 www.ccsf.cc.ca.us
Program: Welding

San Francisco Shipyard Training Center
Building 117 (foot of 20th Street), San Francisco
(415) 861-6358 Fax: (415) 861-6195
Program: Welding

* This training provider does not offer specific training for this occupation but rather related training.



Please return completed questionnaire to:
Private Industry Council of San Francisco, Inc.
1650 Mission Street, Suite 300
San Francisco CA 94103 2490

Phone: (415) 431-8700
Fax: (415) 431-8702

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

NAME: _____
POSITION: _____
PHONE: _____ FAX: _____

Please complete this questionnaire for the occupation described below. If you have multiple locations, please confine your answers to locations in **San Francisco County**. Please call the number above if you have questions.

HOME HEALTH AIDES

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Please exclude Nursing Aides and Homemakers.

1. What job title(s) do **you** use for these duties _____ 005

2. How many employees do you **currently** have in this occupation? _____ 010
How many of these fall within each of the following categories, and how many hours per **week** do they work, on average?

NUMBER OF EMPLOYEES

AVERAGE WEEKLY HOURS

Regular, Full Time:	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					590	<table border="1"><tr><td></td><td></td></tr></table>			591
Regular, Part Time:	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					650	<table border="1"><tr><td></td><td></td></tr></table>			651
Temporary Or On-Call:	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					630	<table border="1"><tr><td></td><td></td></tr></table>			631
Seasonal:	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					610	<table border="1"><tr><td></td><td></td></tr></table>			611

3. Of the people you have hired into this occupation over the last 12 months, how many were hired to fill:

vacancies resulting from promotions within your firm?	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					031
vacancies resulting from people in permanent positions leaving your firm?	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					032
new permanent positions resulting from growth?	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					030
temporary or seasonal positions?	<table border="1"><tr><td></td><td></td><td></td><td></td></tr></table>					033

4. Of the employees you currently have in this occupation, how many are: **MALE?** _____ 060 **FEMALE?** _____ 061

5. During the last year, did your firm's employment in this occupation: (Please Check One)

DECLINE ☐ 480 3 REMAIN STABLE ☐ 480 2 GROW ☐ 480 1

Why? _____ 481

6. Over the next three years, do you expect your firm's employment in this occupation to: (Please Check One)

DECLINE ☐ 740 3 REMAIN STABLE ☐ 740 2 GROW ☐ 740 1

Why? _____ 741

7. Are your employees in this occupation members of a union? (Please Check One) **YES** ☐ 300 1 **NO** ☐ 300 2

8. For the people you hire into this occupation, is previous experience required? (Please Check One)

NEVER ☐ 390 4 SOMETIMES ☐ 390 3 USUALLY ☐ 390 2 ALWAYS ☐ 390 1

9. If you require previous experience, what jobs can it be in and how many months of experience meet your qualifications?

_____ 414	_____ 416	_____ 415	_____ 417
(Job Title)	(Months of Experience)	(Job title)	(Months of Experience)

10. How difficult is it to find **fully experienced and qualified** applicants? (Please Check One)

NOT DIFFICULT ☐ 721 1 A LITTLE DIFFICULT ☐ 721 2 SOMEWHAT DIFFICULT ☐ 721 3 VERY DIFFICULT ☐ 721 4

11. If you ever hire **inexperienced** applicants (trained or untrained), how difficult is it to find applicants who meet your hiring standards? (Please Check One)

NOT DIFFICULT ☐ 731 1 A LITTLE DIFFICULT ☐ 731 2 SOMEWHAT DIFFICULT ☐ 731 3 VERY DIFFICULT ☐ 731 4

12. Is training acceptable as a substitute for experience? (Please Check One)

NEVER ☐ 391 4 SOMETIMES ☐ 391 3 USUALLY ☐ 391 2 ALWAYS ☐ 391 1

13. If training or certification is required prior to employment, please describe what is needed and how much.

(Training or Certification Needed) 153 _____ 156
(Months of Training)

14. What level of formal education do most of your recently hired employees in this occupation have? (Please Check One)

LESS THAN HIGH SCHOOL <input type="checkbox"/> 140	ASSOCIATE (2 YEAR) DEGREE <input type="checkbox"/> 142
HIGH SCHOOL OR EQUIVALENT <input type="checkbox"/> 141	BACHELOR (4 YEAR) DEGREE <input type="checkbox"/> 144
SOME COLLEGE, BUT NO DEGREE <input type="checkbox"/> 157	GRADUATE STUDY <input type="checkbox"/> 158

15. What type of computer software skills, if any, do you seek in applicants for this occupation? (Please check all that apply)

WORD PROCESSING ☐ 051 SPREADSHEET ☐ 050 DATABASE ☐ 052 DESKTOP PUBLISHING ☐ 053

Other (Please Specify): _____ 054 _____ 055

16. Over the next three years, what new skills are needed to perform the functions of this occupation and what skills are becoming obsolete?

NEW SKILLS: _____ 460 OBSOLETE SKILLS: _____ 462

_____ 461 _____ 463

17. What is the usual income earned by your employees in this occupation at the following levels of skill and experience? Please separate the base wage or salary from tips and commissions, if applicable.

	BASE WAGE OR SALARY	TIPS OR COMMISSIONS
New Hires With No Experience (Trained or Untrained):	\$ _____ 550	\$ _____ 553
New Hires Who Are Experienced:	\$ _____ 551	\$ _____ 554
Experienced Employees After Three Years With Your Firm:	\$ _____ 552	\$ _____ 555

Per: (Please Check One) HOUR ☐ 556 H WEEK ☐ 556 W HOUR ☐ 557 H WEEK ☐ 557 W

MONTH ☐ 556 M YEAR ☐ 556 A MONTH ☐ 557 M YEAR ☐ 557 A

Other(Please specify) _____ ☐ 556 O Other _____ ☐ 557 O

18. Does your firm offer benefits to employees in this occupation? (Please Check One) YES ☐ 589 1 NO ☐ 589 2

If yes, please specify: (Please Check All That Apply)

	FULL-TIME	PART-TIME		FULL-TIME	PART-TIME
MEDICAL INSURANCE <input type="checkbox"/> 573	<input type="checkbox"/> 583	PAID SICK LEAVE <input type="checkbox"/> 571	<input type="checkbox"/> 581		
DENTAL INSURANCE <input type="checkbox"/> 574	<input type="checkbox"/> 584	PAID VACATION <input type="checkbox"/> 570	<input type="checkbox"/> 580		
VISION INSURANCE <input type="checkbox"/> 575	<input type="checkbox"/> 585	RETIREMENT PLAN <input type="checkbox"/> 572	<input type="checkbox"/> 582		
LIFE INSURANCE <input type="checkbox"/> 576	<input type="checkbox"/> 586	CHILD CARE <input type="checkbox"/> 577	<input type="checkbox"/> 587		
Other (Please Specify): _____ 578		_____ 588			

19. Do you ever promote employees from this occupation to higher level position? (Please Check One) YES ☐ 514 1 NO ☐ 514 2

If yes, please specify: _____ 510

20. When you recruit employees for this occupation, which of the following methods do you **primarily** use ? (Check all that apply)

EMPLOYEES' REFERRALS <input type="checkbox"/> 371	PUBLIC SCHOOL OR PROGRAM REFERRALS <input type="checkbox"/> 376
RECRUIT VIA NEWSPAPER ADS <input type="checkbox"/> 372	PRIVATE SCHOOL REFERRALS <input type="checkbox"/> 377
PRIVATE EMPLOYMENT AGENCIES <input type="checkbox"/> 373	EMPLOYMENT DEVELOPMENT DEPT. <input type="checkbox"/> 374
HIRE UNSOLICITED APPLICANTS <input type="checkbox"/> 379	UNION HALL REFERRALS <input type="checkbox"/> 378
IN-HOUSE PROMOTION OR TRANSFER <input type="checkbox"/> 370	Other(Please specify): _____ <input type="checkbox"/> 380

THANK YOU FOR YOUR COOPERATION !

Would you like to receive the outlook summary for this or any other occupation? (Please check one) YES ☐ 382 1 NO ☐ 382 2

21. Your response to this question will improve training for this occupation.

Please rate each of the following qualifications, on a scale of 0 to 3, as to their level of importance for job entry. (Please circle)

	NOT IMPORTANT		VERY IMPORTANT	
TECHNICAL SKILLS:				
Ability to read labels and instructions.....	0	1	2	3
Ability to care for elderly persons.....	0	1	2	3
Ability to perform housekeeping chores: prepare meals, clean, etc.	0	1	2	3
Bondable.	0	1	2	3
Ability to apply transferring techniques (moving patients).....	0	1	2	3
Ability to record condition of patients.....	0	1	2	3
Ability to take vital signs.....	0	1	2	3
Possession of a valid driver's license.....	0	1	2	3
Ability to write effectively.....	0	1	2	3
Oral reading skills.....	0	1	2	3
Possession of an HHA Certificate.....	0	1	2	3
Possession of a Certified Nurse Assistant qualification.....	0	1	2	3
Certificated to perform CPR.....	0	1	2	3
PHYSICAL SKILLS:				
Good physical condition.....	0	1	2	3
Ability to pass a pre-employment medical examination.....	0	1	2	3
Possession of emotional stability.....	0	1	2	3
Ability to stand continuously for 2 or more hours.....	0	1	2	3
Ability to sit continuously for 2 or more hours.....	0	1	2	3
Ability to lift at least 50 lbs. repeatedly.....	0	1	2	3
Good vision.....	0	1	2	3
PERSONAL OR OTHER SKILLS:				
Understanding of a variety of cultures.....	0	1	2	3
Willingness to work with close supervision.....	0	1	2	3
Good grooming skills.....	0	1	2	3
Willingness to work on-call.....	0	1	2	3
Willingness to work part-time.....	0	1	2	3
Willingness to work nights, weekends, and holidays.....	0	1	2	3
Ability to work independently.....	0	1	2	3
Interpersonal skills.....	0	1	2	3
Ability to apply common sense.....	0	1	2	3
Ability to deal effectively with difficult individuals.....	0	1	2	3
Customer service skills.....	0	1	2	3
Listening skills.....	0	1	2	3
Reliability and honesty.....	0	1	2	3
Patience and understanding.....	0	1	2	3
Caring and sympathetic attitude.....	0	1	2	3
Ability to make decisions.....	0	1	2	3
Ability to handle crisis situations.....	0	1	2	3

BASIC SKILLS:

Ability to read and follow instructions.....	0	1	2	3
Ability to write legibly.....	0	1	2	3
Oral communication skills.....	0	1	2	3

What other qualifications are important? (Please specify)

22. About what percent of your employees in this occupation work in each shift?

Day shift.....	_____ %	Graveyard/night.....	_____ %
Swing shift/Evening.....	_____ %	Other (Please specify) _____	_____ %

Would you like to receive the outlook summary for this occupation? (Please circle one) YES NO

THANK YOU FOR YOUR COOPERATION

Listing of Occupations Surveyed

Listed below are occupations which have been surveyed in San Francisco County. Copies of the individual occupational summaries are available at no cost through the Private Industry Council of San Francisco. To order, please check the summaries you wish to receive and complete the mailing information on the reverse side.

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> Accountants & Auditors	1996	211140	<input type="checkbox"/> EmergencyMedicalTechnicians-I	1991	325081
<input type="checkbox"/> Architects (except landscape & marine)	1995	223020	<input type="checkbox"/> Emergency Medical Technicians-Paramedic (EMT-P)	1991	325083
<input type="checkbox"/> Automotive Body & Related Repairers	1997	853050	<input type="checkbox"/> File Clerks	1998	553210
<input type="checkbox"/> Automotive Mechanics	1995	853020	<input type="checkbox"/> Financial Planners	1993	430142
<input type="checkbox"/> Baggage Porters & Bellhops	1998	680230	<input type="checkbox"/> Food Preparation Workers	1995	650380
<input type="checkbox"/> Bicycle Repairers	1993	859510	<input type="checkbox"/> Food Service Managers	1995	150261
<input type="checkbox"/> Bill & Account Collectors	1998	535080	<input type="checkbox"/> Gardeners, Groundskeepers	1996	790300
<input type="checkbox"/> Billing, Cost & Rate Clerks	1995	553440	<input type="checkbox"/> General Office Clerks	1996	553470
<input type="checkbox"/> Billing, Posting & Calculating Machine Operators	1998	560020	<input type="checkbox"/> Guards & Watchguards	1996	630470
<input type="checkbox"/> Bookkeeping, Accounting & Auditing Clerks (including Bookkeepers)	1996	553380	<input type="checkbox"/> Guides	1998	680170
<input type="checkbox"/> Bread & Pastry Bakers	1994	650210	<input type="checkbox"/> Hairdressers, Hairstylists & Cosmetologists	1996	680050
<input type="checkbox"/> Broadcast Technicians	1995	340280	<input type="checkbox"/> Heating, Air Conditioning & Refrigeration Mechanics & Installers	1997	859020
<input type="checkbox"/> Cabinetmakers & Bench Carpenters	1997	893110	<input type="checkbox"/> Home Appliance & Power Tool Repairers	1996	857111
<input type="checkbox"/> Carpenters	1998	871020	<input type="checkbox"/> Home Health Aides	1998	660110
<input type="checkbox"/> Carpet Installers	1998	876020	<input type="checkbox"/> Host & Hostesses, Restaurant, Lounge or Coffee Shop	1996	650020
<input type="checkbox"/> Cashiers	1997	490230	<input type="checkbox"/> Hotel Desk Clerks	1995	538080
<input type="checkbox"/> Child Care Workers	1997	680380	<input type="checkbox"/> Instructional Aides	1997	315211
<input type="checkbox"/> Civil Engineering Technicians & Technologists	1991	225020	<input type="checkbox"/> Insurance Adjusters, Examiners & Investigators	1994	533020
<input type="checkbox"/> Computer Animators	1996	030064998	<input type="checkbox"/> Insurance Claims Clerks	1994	533110
<input type="checkbox"/> Computer Engineers	1995	221270	<input type="checkbox"/> Janitors & Cleaners (except Maids & Housekeeping Cleaners)	1996	670050
<input type="checkbox"/> Computer Network Technicians	1996	033162996	<input type="checkbox"/> Kindergarten Teachers	1995	313022
<input type="checkbox"/> Computer Operators	1996	560110	<input type="checkbox"/> Legal Secretaries	1994	551020
<input type="checkbox"/> Computer Programmers	1997	251051	<input type="checkbox"/> Librarians, Professional	1993	315020
<input type="checkbox"/> Cooks, Restaurant	1996	650260	<input type="checkbox"/> Library Assistants & Bookmobile Drivers	1998	539020
<input type="checkbox"/> Cooks, Short Order	1996	650350	<input type="checkbox"/> Licensed Vocational Nurses	1997	325050
<input type="checkbox"/> Counter & Rental Clerks	1997	490170	<input type="checkbox"/> Loan & Credit Clerks	1998	531210
<input type="checkbox"/> Data Entry Keyers (except composing)	1995	560170	<input type="checkbox"/> Loan Officers & Counselors	1994	211080
<input type="checkbox"/> Data Processing Equipment Repairers	1998	857050	<input type="checkbox"/> Lodging Managers	1997	150262
<input type="checkbox"/> Dental Assistants	1998	660020	<input type="checkbox"/> Mail Machine Operators, Preparation & Handling	1992	560080
<input type="checkbox"/> Dental Hygienists	1997	329080	<input type="checkbox"/> Medical & Clinical Laboratory Assistants	1997	329050
<input type="checkbox"/> Dental Laboratory Technicians, Precision	1994	899210	<input type="checkbox"/> Medical & Clinical Laboratory Technologists	1997	329020
<input type="checkbox"/> Dining Room & Cafeteria Attendants, Bartender Helpers	1996	650140	<input type="checkbox"/> Medical Assistants (doctor's office)	1996	660050
<input type="checkbox"/> Dispatchers (except police, fire & ambulance)	1998	580050	<input type="checkbox"/> Medical Records Technicians	1998	329110
<input type="checkbox"/> Drafters	1995	225140	<input type="checkbox"/> New Accounts Clerks	1998	531050
<input type="checkbox"/> Electrical & Electronic Engineering Technicians & Technologists	1992	225050	<input type="checkbox"/> Nurse Aides	1996	660080
			<input type="checkbox"/> Occupational Therapists	1994	323050
			<input type="checkbox"/> Office Machine & Cash Register Servicers	1997	859260

* Occupational Employment Statistic code

<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>	<u>Occupational Title</u>	<u>Year</u>	<u>OES *</u>
<input type="checkbox"/> Offset Lithographic Press Setters & Set-up Operators	1998	925120	<input type="checkbox"/> Reservation & Transportation Ticket Agents	1995	538050
<input type="checkbox"/> Opticians, Dispensing & Measuring	1996	325140	<input type="checkbox"/> Sales Agents & Placers, Insurance	1997	430020
<input type="checkbox"/> Order Clerks, Materials, Merchandise & Service	1996	553230	<input type="checkbox"/> Sales Agents, Advertising	1996	430230
<input type="checkbox"/> Painters, Paperhangers, Construction & Maintenance	1998	874020	<input type="checkbox"/> Salespersons, Parts	1995	490140
<input type="checkbox"/> Paralegal Personnel	1998	283050	<input type="checkbox"/> Salespersons, Retail (except vehicle sales)	1995	490112
<input type="checkbox"/> Payroll & Timekeeping Clerks	1997	553410	<input type="checkbox"/> Secretaries, General	1996	551080
<input type="checkbox"/> Personnel Clerks	1997	553140	<input type="checkbox"/> Secretaries, Legal	1998	551020
<input type="checkbox"/> Pharmacists	1994	325170	<input type="checkbox"/> Secretaries, Medical	1995	551050
<input type="checkbox"/> Pharmacy Assistants	1997	N/A	<input type="checkbox"/> Securities Brokers	1993	430141
<input type="checkbox"/> Pharmacy Technicians	1997	325180	<input type="checkbox"/> Stationary Engineers	1996	950320
<input type="checkbox"/> Phlebotomists	1997	079364999	<input type="checkbox"/> Stock Clerks, Sales Floor	1995	490210
<input type="checkbox"/> Physical Therapist Assistants	1994	660171	<input type="checkbox"/> Stock Clerks, Stockroom, Warehouse & Storage Yard	1995	580230
<input type="checkbox"/> Physical Therapists	1994	323080	<input type="checkbox"/> Surgical Technicians	1997	329280
<input type="checkbox"/> Physical Therapy Aides	1994	660172	<input type="checkbox"/> Switchboard Operators	1998	571020
<input type="checkbox"/> Physicians' Assistants	1994	325110	<input type="checkbox"/> Systems Analysts, Electronic Data Processing	1996	251020
<input type="checkbox"/> Plumbers, Pipefitters & Steamfitters	1995	875020	<input type="checkbox"/> Taxi Drivers & Chauffeurs	1998	971140
<input type="checkbox"/> Preschool Teachers	1995	313021	<input type="checkbox"/> Teachers, Elementary School	1997	313050
<input type="checkbox"/> Printing Press Machine Operators & Tenders	1995	925430	<input type="checkbox"/> Teachers, Secondary School	1995	313080
<input type="checkbox"/> Production, Planning & Expediting Clerks	1998	580080	<input type="checkbox"/> Teachers, Special Education	1997	313110
<input type="checkbox"/> Property & Real Estate Managers & Administrators	1997	150110	<input type="checkbox"/> Technical Writers	1997	340050
<input type="checkbox"/> Radiologic Technologists, Diagnostic	1995	329210	<input type="checkbox"/> Tellers	1997	531020
<input type="checkbox"/> Real Estate Appraisers	1994	430110	<input type="checkbox"/> Traffic, Shipping & Receiving Clerks	1995	580280
<input type="checkbox"/> Real Estate Brokers	1993	430050	<input type="checkbox"/> Travel Agents	1996	430210
<input type="checkbox"/> Real Estate Clerks	1993	539140	<input type="checkbox"/> Truck Drivers, Light (including delivery & route drivers)	1997	971050
<input type="checkbox"/> Real Estate Sales Agents	1993	430080	<input type="checkbox"/> Typists (including word processing)	1995	553070
<input type="checkbox"/> Receptionists & Information Clerks	1995	553050	<input type="checkbox"/> Veterinary Technicians & Technologists	1994	329510
<input type="checkbox"/> Registered Nurses	1996	325020	<input type="checkbox"/> Waiters & Waitresses	1996	650080
			<input type="checkbox"/> Web Site Designers	1996	031064999
			<input type="checkbox"/> Welders & Cutters	1998	939140
			<input type="checkbox"/> Wholesale & Retail Buyers (excluding farm products)	1992	213020

* Occupational Employment Statistic code

Occupational Summaries Order Form

Mail orders to: Private Industry Council of San Francisco, Inc.
1650 Mission Street, Suite 300, San Francisco, CA 94103-2490
Or fax to: 415/431-8702

Please send me copies of the occupational summaries indicated.

Name _____

Title _____

Organization _____

Mailing Address _____

City, State, Zip _____